TRAVEL ADMIN MANUAL

A comprehensive guide to the key components of the UA travel system: The UA Travel Card Program, Corporate Travel Management (CTM), Concur, and the UA Travel Regulations

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Introduction

The University of Alaska (UA) uses a set of integrated tools to plan, approve, book, and account for expenses related to business travel. This manual provides a comprehensive guide to our key components: Concur, the UA Travel Card Program, Corporate Travel Management (CTM), and the UA Travel Regulations. The appendixes provide additional information and guidance for specific areas of travel and direct user roles.

There is a great deal of variety in UA travel. Our mission is to educate, conduct research, and provide public service. This means our travelers may do things like

1. Take a class of students on a natural resources field trip around Alaska
2. Attend the American Geophysical Union conference in San Francisco
3. Participate in drone testing in the Arizona desert
4. Take our volleyball team to an NCAA tournament in Wisconsin
5. Travel to rural villages in the Kuskokwim Delta to gather data for native health studies
6. Attend a Board of Regents meeting in Anchorage
7. Board the R/V Sikuliaq to conduct oceanographic studies in the Chuchki Sea
8. Attend a job fair to recruit students for Community and Technical College professional certification programs
9. Visit as a concert pianist to perform and speak to music students

Regardless of purpose, the UA travel tools help travelers and travel coordinators plan, request, organize, book, manage expenses, and ask for reimbursement on out-of-pocket costs. They help supervisors and expenditure authorities manage travel approvals. They help fiscal officers and administrators budget appropriately and ensure regulatory compliance and transparency in expense processing.
Roles & Responsibilities

As defined by UA Travel Regulations R05.02.060(3)

**Traveler** – Responsible for complying with department and UA policies and regulations, and for exercising good stewardship of UA funds.

1. Obtain prior authorization for travel
2. Select the lowest-price fare/cost within the bounds of the most efficient mode
3. Pay costs and any additional expenses incurred for personal preference or convenience
4. Verify that all travel arrangements are confirmed prior to departure
5. Notify appropriate contact when there are changes/cancellations or if requesting refunds
6. Obtain all proper documentation for each expense
7. Ensure reimbursement is prepared and submitted with appropriate receipts in a timely manner

**Travel Coordinator** (Arranger or Delegate) – An individual other than the traveler who prepares travel documents on behalf of a traveler and assists with travel reservations and payment of expenses.

1. Understand travel regulations and provide guidance to traveler
2. Prepare and/or ensure supporting documentation substantiates business purpose
3. Aware of fiscal procedures and the accounting manual
4. Should not arrange travel that is not related to business

**Authorized Travel Approver** (or Approving Official) – Individual who is authorized to approve travel and time away from workstation. May also be the individual authorized to expend funds.

1. Verify expense is charged to the proper accounts
2. Ensure validity of business need for travel
3. Responsible for approving ‘audit flags’ in the travel and expense management system (e.g. high dollar amount, missing fields, policy violations, etc.)

**Travel Auditor** (Central Finance Office Function) – The individual responsible for reviewing expense reports for compliance with travel regulation and procedures.

1. Authority to allow, reduce, or disallow reimbursements per these regulations

**Travel Administrator** – The individual designated by the chief financial officer of each university and statewide as the individual responsible for administration of the travel policies and procedures for each major administrative unit.

1. Circumstances not addressed in the travel regulations are reviewed by the travel administrator for a final determination
As assigned in Concur

For internal security controls, roles other than User and Delegate are assigned judiciously and sparingly.

User – The individual to whom a Concur account belongs. For clarity and conciseness, the manual uses “user” instead of traveler, approver, coordinator, etc. when discussing acting in Concur.

Delegate – Individual assigned this role can act on behalf of and receive communications to a user based on the designated permissions. This role is generally assigned to travel coordinators and proxy approvers.

Proxy/Self-Assign – Individual assigned this role can act on behalf of any user regardless of delegate status and permissions. Proxy allows action in the Request and Expense modules while Self-Assign allows action in the Travel module. This role is generally assigned to staff that need easy access to assist all travelers at UA (e.g. travel administrators).

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

Processor (Request and/or Expense) – Individual assigned this role can view, update (limited actions), and approve submitted Requests and/or Reports. Expense Processor is the final approval step for all Reports. This role is generally assigned to the 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.

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

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

Company Admin – Individual assigned this role can manage the full breadth of back office functions including audit rules and user roles. This role is assigned to the Travel Project Manager at UA Statewide.
Glossary

Some commonly used terms defined by their purpose in Concur and UA Travel.

**Allocate** – Assign the expense to UA funding different from the primary funding in the Header or distribute the expense 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 in the Header without attaching a business-only cost comparison.

**Booking Fees** – The various travel agent fees charged by CTM.

**Cash Advance** – A travel advance issued through Concur from an approved Request or a cash withdrawal on the UA travel card. For clarity, this manual uses the term “travel advance” when referring to UA travel policies and procedures and the proper noun “Cash Advance” when referring to processes in Concur.

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

**Cost Object Approver (COA)** – The primary PI/Researcher approver for restricted funding as assigned in Banner form FTMFUND.

**CTE Login Name** – The unique login ID for a Concur user.

**Default Approver** – The primary approver for unrestricted funding and/or international travel. For employees, the approver is their supervisor as assigned in Banner form NEA2SPE.

**Department Approver (Default Approver 2)** – A second, optional approver assigned to Request and/or Expense for an individual user. Some departments use this as an additional travel review step.

**Expense Report (Report or ER)** – The official document used by the traveler and the department to approve actual travel costs and travel dates associated with an authorized trip.

**Global Distribution System (GDS)** – A computerized network system that enables transactions between airlines, hotels, and car rental companies and travel agencies. The GDS uses real-time inventory (e.g. number of hotel rooms available, number of flight seats available, or number of cars available) reported by the vendor.

Information in the booking tool is generated from the GDS. Most commercial airlines are GDS carriers. Non-GDS carriers include rural carriers such as Wrights Air.

**Group Travel** – Generally, when all travel is organized, managed, and expensed by a group leader instead of the individual group members.
Itemize – Break down an expense into its constituent parts.

**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 direct route that takes into consideration the business need, the traveler’s time away from their workstation, and safety.

**Meal & Incidental Expenses Rate (M&IE)** – The daily rate allocated to the traveler to cover the cost of meals and incidental expenses, commonly referred to as Daily Per Diem.

**Non-Standard Lodging** – Non-commercial subsistence facilities such as field camping, state camps, university facilities, staying with friends or relatives, or other similar accommodations. Does not include home rental vendors such as Airbnb or VRBO.

**Receipt** – A document on which the things that you buy or the services for which you pay are listed with the total amount paid and the prices for each. An itemized receipt includes a name for/description of the good or service.

**Reconcile** – Procedure to match transactions in Concur (or other UA finance system) with the associated accounting in Banner.

**Reimbursable Expense** – Allowable UA business expense either prepaid by UA via the agency or travel cards or paid out-of-pocket by the traveler.

**Report Key** – The unique identifier for each UA [expense] Report. This is a four or more-character ID comprised of numbers.

**Request** – The official trip authorization document used to capture required information and approvals for UA business travel. This replaced the paper Travel Authorization (TA) form and the AT report in TEM.

**Request ID** – The unique identifier for each UA Request. This is a four-character ID comprised of letters and/or numbers.

**Sabre** – The GDS system used by CTM to make bookings for UA.

**SAP Concur** – An American SaaS (software as a service) company providing travel and expense management services to businesses. They developed the Concur travel and expense tool used by UA.

**Sponsorship/Trade** – Payment Type used by Development and Athletics to account for the Alaska Airlines vouchers they use.

**Tool Tip]** – A helpful hint or suggestion for a field or entry. Hovering the mouse over the blue arrow question mark icon pulls up the information.

**Travel Allowance** – The itinerary entered on the Report to define travel status dates, times, and locations as well as determine the business location M&IE and lodging rates.

**Travel Status** – Period of time from when the traveler leaves their workstation/residence to when they return to their workstation (during work hours) or residence (outside of work hours).
Concur Icons

⚠️ **Alert/Warning**: Document contains a soft stop alert

💸 **Allocation**: Expense entry is allocated

🔍 **Attach**: Attach receipt image to selected expense

👥 **Attendees**: Expense entry has associated attendees

💬 **Comments**: Expense entry has comments

💸 **Credit Card**: Expense entry originated from a UA agency or travel card transaction

🔍 **Credit Card “+”**: Credit card transaction includes additional data

👉 **E-Receipt**: E-receipt is attached to expense entry

⚠️ **Exception**: Document contains a hard stop exception

✈️ **Fly America Compliance**: Flight is compliant with Fly America laws

💸 **Personal Expense**: Expense entry is a full or partial personal expense

👉 **Receipt Required**: Expense entry requires a receipt

👉 **Receipt Attached**: Receipt is attached to expense entry

✉️ **Report Sent Back**: An approver sent the Report back to the user

🔍 **ToolTip**: Field or entry has a tool tip

✈️ **Trip Data**: Trip information from an itinerary
Travel Card Program

One of the most useful travel tools is the UA Travel Card program, which is recommended for all employees purchasing travel components for a UA business trip. The program includes two cards:

Travel Agency Card
1. Held by CTM
2. Considered a “ghost” or “lodge” card because the plastic does not exist
3. Pays for airfare and related expenses (e.g. agent fees) booked through the booking tool or directly with CTM; also used by CTM to pay for lodging pay requests
4. Charges feed to Available Expenses in the Concur Expense module for the traveler who booked (in most cases, are moveable to another Concur account by the Card Administrator)
5. Transactions are processed by assigning them to and submitting a Report

UA Travel Card
1. Available to any employee traveling on authorized UA business
2. University billed and paid
3. Pays for all remaining travel expenses
4. Transactions feed directly into the cardholder’s Available Expenses in the Concur Expense module (are not moveable to another Concur account)

UA Travel Card

The travel card is used for travel related expenditures incurred for the purposes of conducting UA business. Cardholders can use their card as needed during travel and use the SAP Concur mobile app to upload receipts as they go. (See Mobile Tools: SAP Concur App)

The travel card is not and does not replace a ProCard. Cardholders should adhere to their department’s normal procurement processes for non-travel purchases. Non-cardholders should work with their department if they need monetary support before or during travel.

UA charges the card balance to a general ledger. To reconcile the charges to the appropriate funding, cardholders must assign those charges to and submit a Report for the approved trip. Once approved for payment, the Report initiates a JV in Banner to move the charges from the general ledger to the trip’s funding as assigned in the Report Header and/or Allocations. (See Concur: Expense)

Here are examples of travel items cardholders can purchase:

1. Airfare related charges such as baggage fees and internet
2. Lodging including hotels, Airbnb, and VRBO
3. Car rental and related expenses such as fuel and parking
4. Ground transportation such as taxis, Uber, Lyft, and trains
5. Food and beverages during travel (“Per Diem Offset” or “Actual Meal”)
6. Registration fees
7. Field supplies for remote fieldwork

Travel Card Program
Benefits

1. UA billed and paid
   a. Reduces monetary burden to the traveler
   b. Provides tax-exempt status on the payment of in-state hotel/lodging taxes (approx. $167,000 in estimated savings)
   c. Provides access to the State’s Alaska Airlines contract rates through CTM
   d. Eliminates late payment fees and interest charges
2. Directly tied to cardholder’s Concur account
   a. Reduces data entry
   b. Streamlines Report creation
   c. Helps the traveler and/or delegate track travel purchases
3. Transactions are reconciled upon completion of the Report
4. Increased reporting functionality
   a. Helps monitor transactions that are not reconciled
   b. Helps manage the travel program
5. Leverages our buying power with vendors
6. Easy repayment method – An automatic payroll deduction for employees to reimburse UA if charges exceed per diem allowance or include personal expenses

Application

Online Application Process

1. Forms are found under “Campus Card Application and Contacts” on the [Travel Card Program](#) section of the [UA Travel](#) website.
2. Does not affect personal credit: The application only requires the last four digits of the cardholder’s SSN for security purposes. When activating the card or calling JP Morgan for assistance, the cardholder is prompted to enter the last four digits of their SSN.
3. Enter the department address or a memorable address into the “Delivery Address” fields. This is the address the cardholder may need to occasionally provide at the point of sale. It is also the billing address entered on their Concur profile.
4. The org field drop-down lists a couple hundred orgs but not every org for UA. Start typing the department’s org into the field and the options are filtered to match the numbers entered. If the department’s org is not available after typing the entire number into the field, please contact the Card Administrator.
5. The department approver is the cardholder’s supervisor or other department designee such as the Executive Officer. The default org is addable by applicant or approver.
6. Default limits are set by how often a person travels and are increasable with finance manager and Card Administrator approval.
   a. Cardholders who travel more than once per month have a default monthly cycle limit of $10,000.
   b. Cardholders who travel less than once per month have a default monthly cycle limit of $6,000.
7. The Card Administrator receives travel cards in about a week. The cardholder must pick up their card from the Card Administrator.
8. Cardholders must attend travel training before picking up the card. The Card Administrator verifies training completion before releasing the card.
9. Cardholders must activate the card before using or loading the information into their Concur profile.
10. Cash advances (withdrawals from ATM) are available on the card with Card Administrator and Cash Advance Admin permission. This request is processed after the formal application and training are complete.

**Troubleshoot**

**Problem**: Travel card was used for non-travel personal expenses.

**Solution**: Reconcile the charges on a Report using Expense Type “Personal/Non Reimbursable.” Reports with only personal expenses do not require a Request. (See Submit a Report: Non-Travel Expenses)

**Problem**: Travel card was used for non-travel UA expenses.

**Solution**: Reconcile the charges on a Report. The audit flag requiring an attached Request will fire if one is not attached. Either process a Request through Concur or ask the Company Admin to suspend the audit rule for the Report. If no expense types in Concur apply the correct account code, a JV is also required to move the charge to the correct account code. The JV is completed after the Report is approved for payment. (See Submit a Report: Non-Travel Expenses)

**Problem**: Travel card was charged and refunded; both expenses are still in Available Expenses on the user’s account.

**Solution**: Assign the charge and refund to a Report using the appropriate Expense Type. Once the Report is submitted and approved, the charge and refund are cleared from the user’s Concur account and posted to Banner.

**Problem**: Travel card incurred fraudulent charges.

**Solution**: Report the fraudulent charges to JP Morgan. After reported, JP Morgan issues a credit and notifies the vendor. JP Morgan then requests additional information from the cardholder with a time limit. If the information is not provided or the vendor provides sufficient backup that the charge was legitimate, JP Morgan charges the card again, so the vendor receives their payment.

If the appropriate actions are taken and the charge is confirmed as fraudulent, assign the charge and credit to a Report using Expense Type "Dispute/Fraud.” Once the Report is submitted and approved, the fraudulent activity is cleared from the user’s Concur account and posted to Banner.
FAQ

Q: How is misuse/fraud monitored?

A: Under the UA Travel Card program, the user must account for every card charge as they cannot delete charges. With reporting from Concur, UA can easily identify the status (unassigned/outstanding, submitted/in process, or processed) and purpose of those charges (if assigned to a Report).

Q: What should we do if a hotel refuses to honor the instate tax-exempt status?

A: Since UA is an entity of the State of Alaska, instate purchases made using the travel card are tax exempt. If a hotel refuses to honor the tax-exempt status, ask to speak to the hotel accounting department and provide the documents found under “Tax Exempt Documentation” on the Travel Card Program section of the UA Travel website.

Q: Expenses paid on the travel card are not in the cardholder’s Available Expenses. The trip ended a few days ago. Why are the charges not there?

A: Depending on the vendor, charges on the travel card can take 1-2 weeks to become available in Concur. We must wait for the vendor to batch their credit card invoices.

Some vendors batch their invoices daily (most ground transportation charges show up by the next day), but others do not batch them as frequently. Hotel charges are the most notorious for taking longer to post to an account. If there are known charges anticipated to hit, do not submit the Report until all card charges are available.

Q: How do we manage travel cards for terminated employees?

A: The Card Administrator regularly receives the termination report from Human Resources (HR). They use that report to contact approvers for cardholders listed as terminated to determine the appropriate course of action for the travel card. For example, if the cardholder is terminated, the card is closed. However, if the cardholder is only temporarily off contract, the card is suspended.

The HR report relies on the department documenting the employee as terminated in Banner in a timely manner. Otherwise, the travel card remains open and available for use by the cardholder until the Card Administrator is alerted of an employee’s termination.
Corporate Travel Management (CTM)

Corporate Travel Management (CTM) is a travel agency contracted by UA to assist our organization with booking and purchasing travel components. Both UA and the State of Alaska use CTM to manage the purchase of airfare, make rental car and hotel reservations, book rural travel, and support our travelers. Our dedicated UA CTM team is in Anchorage and available Monday-Friday from 8 a.m. to 5 p.m. CTM also has agents available 24/7 to assist travelers during our team’s off-hours.

Our CTM team manages the following tasks on our behalf:

1. Maintain and update the Concur Travel booking tool
2. Administer corporate discounts – The rates visible in the booking tool are based on State of Alaska contract rates and industry standards
3. Ticket travelers via the booking tool, rural request tool, emails, and phone calls
4. Transmit traveler information to carriers including mileage memberships, TSA pre-check, and passport data
5. Charge the agency card for purchases made via the booking tool, rural request tool, emails, and phone calls
6. Cancel purchased tickets when requested, paying any change or cancellation fees using the agency card
7. Track and manage credits from cancelled or postponed trips

Agency Fees

Part of the costs of doing business with a travel agency are the agent fees. Some of these fees are paid centrally while others are paid by the traveler’s funding or the traveler themselves.

Fees paid by “UA (Centrally)” do not come through as an Available Expense on the user’s account. Instead, they are rolled into the operating costs for UA’s travel management program (Concur, CTM, etc.). Those fees are not reflected on the Report as there is no charge to reconcile to the trip’s funding. Only fees charged to the agency or travel card are included on the Report.

<table>
<thead>
<tr>
<th>Name of Fee</th>
<th>Description of Fee</th>
<th>Amount of Fee</th>
<th>Paid By</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR</td>
<td>Bookings in the Concur Booking Tool</td>
<td>$1.50</td>
<td>UA (Centrally)</td>
</tr>
<tr>
<td></td>
<td>Refund tickets through Booking Tool</td>
<td>$5.00</td>
<td>UA (Centrally)</td>
</tr>
<tr>
<td>Partial Touch Fee</td>
<td>Booking in the Rural Booking Tool or requesting assistance from a CTM Agent via</td>
<td>$10.00</td>
<td>Varies (UA pays in some cases)</td>
</tr>
<tr>
<td></td>
<td>the Agent Comment box in the Booking Tool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full Touch Fee</td>
<td>Direct bookings with a CTM Agent or changes to an established booking for business</td>
<td>$18.00</td>
<td>Traveler’s Funding</td>
</tr>
<tr>
<td></td>
<td>reasons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partial Touch Fee</td>
<td>Refund tickets through a CTM Agent (rather than the Travel module of Concur)</td>
<td>$10.00</td>
<td>Traveler’s Funding</td>
</tr>
<tr>
<td>Research/Full Touch Fee</td>
<td>Obtaining a past fare quote from a CTM Agent or changing a business ticket for</td>
<td>$18.00</td>
<td>Personal/Non-Reimbursable</td>
</tr>
<tr>
<td></td>
<td>personal reasons (including cancellations)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FAQ

Q: Can we change airfare ticket information directly with the airline?

A: Yes, we can make some changes directly with the airline. Changes like seat selection are made through the airline website or app. Other changes, like trip routing, are dependent on the traveler’s check-in status as it determines which entity “possesses” the ticket. Before check-in for the traveler’s first flight, changes are made with CTM. After check-in, changes are made directly with the airline.

Q: Can we book directly with a discounted carrier to avoid paying the agency fees?

A: No, users should book through Concur or CTM, so UA pays the discounted rate on the flight. It may seem like we are paying more by using CTM, but we are not. The amount in savings and benefits UA realizes from our discounted carriers exceeds the costs of our travel agency.

Q: Do travelers have to provide a business justification for contacting CTM? Are they personally responsible for the agent fees?

A: When travelers contact CTM to make their business travel arrangements, the agent fees are an allowable business expense and do not require a business justification. The agent fees are considered a personal expense when incurred to obtain a Past Fare Quote or to modify an existing ticket for personal reasons (e.g. adding personal days).

Q: What happens if we call on the weekend or during evening hours?

A: If contacting CTM during normal business hours, we are put in touch with a travel agent on the UA CTM team. If contacting them outside of normal business hours, we are put in touch with a travel agent that works for their afterhours service. Either way, a CTM agent is available for assistance.

Q: If a trip cancellation results in an airfare credit, and the traveler does not travel again in the relatively near future, is there a way to transfer the airline credits to other travelers?

A: In some instances, CTM can use the credit from one traveler for another. The credit transfer policies are set by each airline and vary based on their defined guidelines at any given time. We recommend reaching out to CTM if you have questions about using the credits for a different traveler. They can let you know if the airline allows the use of a credit in another traveler’s name as well as the cost of that transfer.

If the airline allows credit transfer, contact CTM to book or use the Agent Notes during booking to indicate application of another traveler’s credit. The transfer may incur additional change fees, but that is sometimes more cost friendly than losing the credit entirely. (See Book a Trip: Use Airfare Credits)

Corporate Travel Management (CTM)
Concur

Concur is a user-friendly, web-based travel and expense software platform that integrates the travel request (authorization), booking, expense report, reimbursement, and card reconciliation processes. Concur is configured to fit UA needs and perform automatic functions that reduce data entry and paperwork. Concur also provides cutting-edge tools for on-the-go trip management and a robust reporting system.

The UA system, including Statewide and all three main campuses, uses the same Concur platform. The three primary modules used by travelers and delegates are Request, Travel, and Expense. Some users also have access to the Approvals and Reporting modules covered in the appendixes of this guide.

Anyone can view documented Concur Outage Alerts by visiting Concur Open (open.concur.com). They can also sign up for outage email notifications by Subscribing to Updates.
Login

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. Employees without an assigned supervisor and non-employee student and guest travelers require manually profiling, typically done by the campus User Admin. (See Appendix B & Appendix F)

Any user with a UAUsername@alaska.edu email address is profiled with that email as their CTE Login Name. Doing so serves two purposes:

1. Allows the user to login via single sign-on (SSO) using their UA credentials
   a. SSO login is found on the UA Travel website
   b. SSO information including passwords is managed by OIT through ELMO
2. Helps ensure a unique CTE Login Name for the UA Concur platform (A CTE Login Name is only useable with one Concur client, and UA is one of over 38,000 clients globally)

Non-alaska.edu email users must login directly through Concur Solutions.

Hot Tip: We recommend alaska.edu users also set a password in their Concur profile. This allows them to access Concur via Concur Solutions in the event the UA server is down. If they do not, Concur Solutions is still an accessible login. Click “Forgot password?” to set/reset the account password. This password is not linked with the SSO password.
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: The user’s CTE Login Name is set as UAID@alaska.edu and only accessible by a delegate or proxy.
Dashboard

1. Black Menu Bar – Contains links to all modules available to the user
2. Profile Drop-Down Menu – Contains access to Profile Settings, Sign Out, and “Acting as other user”
3. Quick Task Bar – Snapshot of open Approvals, Requests, Expenses, Reports, and Cash Advances (if applicable); New is a quick access drop-down menu for starting a Request or Report and uploading an itinerary or receipt
4. Alerts – Provides tips, SAP Concur alerts, and unused ticket credit information
5. Company Notes – Contains UA specific alerts and information including travel restrictions and CTM’s contact information
6. Trip Search – Portal to the booking tool to calculate expenses for a Request or initiate the “Travel-to-Request Integration” method
7. My Trips – Reservations for upcoming trips including bookings pending approval
8. My Tasks
   a. Required Approvals – Pending Requests, Reports, and Cash Advances
   b. Available Expenses – Unassigned card charges and expenses
   c. Open Reports – Unsubmitted Reports
Profile

The first step for all Concur users (travelers, approvers, delegates, etc.) is viewing and updating their profile information including adding their travel card information, assigning delegates, and setting their email preferences. (See Concur: Email Notifications)

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.
**Personal Information**

All users must fill in required fields in their Personal Information such as middle name and contact information. They should also verify and update emergency contacts and travel preferences including mileage and membership plans. Users can verify their email 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). (See Submit a Report: Approved)

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

**Default Approver**

Users can view their assigned Default Approver and manage their Department Approver under Request Approvers and Expense Approvers. Request and Expense do not share approval designations. Assigning an approver to one does not assign it to the other.

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. Any attempted changes are reset by 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. (See Appendix B)

The Default Approver 2 (Department Approver) field is changeable by the user or their delegate(s). Search for and select the name of the desired Department Approver and click Save.

To remove the Department Approver, delete their name and click Save.
Default Funding

Concur auto-assigns default funding based on information pulled from Banner form NBAJOBS: Job Labor Distribution. The program first looks for a Fund-1. If only one is present, that Fund-1 is the assigned default funding. If more than one Fund-1 is present, the fund with the highest distribution percentage is used. If no Fund-1 is present, the restricted fund with the highest distribution percentage is used.

The user or their delegate(s) can change this information under Request Information or Expense Information. Request and Expense share default funding. Assigning default funding to one assigns it to the other.

The default funding is not part of the daily extract and file updates. The information only updates in Concur if the employee has a job position change or the user makes direct changes.

**Hot Tip:** The Traveler Type default setting is also changeable on this screen. Student employees who primarily travel for work related activities (e.g. research assistants performing fieldwork) can set theirs to Staff.
Verify Email

Verifying an email address enables the user to forward receipts from the verified email account directly to their Available Receipts in Expense. Once verified, users can email their receipts to receipts@concur.com and forward itineraries or travel plans to plans@concur.com. We recommend verifying all email addresses used to receive receipts for UA business travel.

1. Open “Personal Information” under Profile Options or “Email Addresses” under Your Information

2. Scroll down the page to the Email Addresses section or select “Email Addresses” from the Jump To drop-down menu

3. Click the “Verify” link for the desired email address

4. The system sends a verification code to that email
5. Enter the verification code in the Enter Code field and click “OK”

6. A confirmation message appears with information on where to send receipts and trip itineraries (from non-Concur/CTM bookings)

7. The email now has a green check indicating it as “Verified;” click Save
Activate E-Receipts

E-receipts are electronic receipt images sent to Concur directly from a participating vendor. When users 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, users should activate e-receipts because of the airfare receipt.

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

A delegate is a person authorized to act on the user’s 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 users assigned as delegates to the 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 the user’s behalf. The user is still required to submit the Report.
2. Can Book Travel – The delegate may arrange Travel on the user’s behalf. Delegates receive the same booking email notifications regardless of who completes the booking.
3. Can Submit Reports – Delegates cannot submit a Report on behalf of a user except for “Non-UA Affiliate/Volunteer.” However, the “Can Submit Reports” permission allows the delegate to click “Submit Report” to view and resolve any audit flags before the user submits.
4. Can Submit Requests – Delegates cannot submit and approve the same Request.
5. Can View Receipts [and available expenses] – Should check by default when Can Prepare is selected.
6. Receives Emails – The delegate receives system emails sent to the user depending on the user’s and delegate’s email notification settings. Delegates with this permission may find that it generates a lot of extra emails, especially if they are a delegate for several users. Creating an email filter to manage these is recommended. (See Concur: Email Notifications)

The following permissions are for proxy approvers:

1. Can Approve [indefinitely on the user’s behalf] – The delegate can approve travel Requests and Reports on the user’s behalf (no time limit). Before giving an individual this type of delegate access please ensure they have the authority to approve travel on behalf of the user.
2. Can Approve Temporary (a date range is required) – The delegate can approve travel Requests and Reports on the user’s behalf for a set date range.
3. Can Preview for Approver – The delegate can preview but not approve the Request/Report before the approver. The delegate’s task is to ensure that the Request/Report is ready for the approver to review and approve. With this option, the approver can wait until the preview delegate has selected Notify Approver (which generates an email notification to the approver), or they can approve the Request/Report without the delegate’s review.
4. Receives Approval Emails – The delegate is copied on approval notification emails.

The second tab, “Delegate For,” is individuals for whom the user is a delegate. Users cannot change the permissions they have as a delegate. However, they can remove themselves entirely by selecting the check box by their name and clicking the blue “Delete” button.
**Act as a Delegate**

To act on behalf of other users as a delegate, proxy, or travel arranger

1. Open the Profile drop-down
2. Under “Acting as other user,” search for user by name, UA ID, or email address
3. Select user and click “Start Session”

4. To select a different user, follow steps 1-3 again (do not need to end current delegate session)
5. To end delegate session, click Profile> “Done acting for others”

**Hot Tip:** When accessing a user’s account as a delegate, proxy, or travel arranger, verify that “Acting as <user's name>” replaces Profile in the upper right-hand corner.
**Favorite Attendees**

Attendees are generally added to a user’s account through expenses that use an attendee list (e.g. “Group Per Diem” and “Group Lodging”). Users can also save individual attendees directly to their profile for future use and create attendee groups. These are managed through “Favorite Attendees” under Request Settings or Expense Settings.

![Image of Request and Expense Settings]

**Attendees**

The “Attendees” tab lists individual attendees saved to the profile. Users can create a new attendee, add another user as an attendee, or edit and delete existing attendees saved on their profile.
1. Click “New Attendee” and fill in the required information to create a new attendee

![Screenshot of Add Attendee screen]

2. Click “Save” or “Save & Add Another” if you need to add additional attendees

3. Click “Advanced Search” to search for another user in Concur and add them to Favorite Attendees

![Screenshot of Attendee Search screen]

4. Select an attendee from the list and choose “Edit” or “Delete” to change their information or remove them from the user’s account

![Screenshot of Attendee list with search and actions]
Attendee Groups

The “Attendee Groups” tab is used to manage self-created groups of attendees. Groups are customizable and a helpful way to add a regular list of attendees to an expense. (See Expenses: Attendees)

1. Select “Add New” to create a new group from the user’s existing attendees list

2. Select the attendees to add, assign a “Group Name,” and click “Save Group”

3. Select the group to view, “Edit,” or “Delete” the list of attendees
**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: The user’s CTE Login Name is set as `UAID@alaska.edu` and only accessible by a delegate or proxy.

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

Solution: Have the user (or User Admin) verify that “Can Prepare” and “Can Book Travel” are selected permissions.

**FAQ**

Q: My password is not working. Can someone change it?

A: 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.

Q: How do we manage profiles for terminated employees?

A: The User Admin can set an “Account Termination Date” which deactivates the user. Doing so allows a delegate or proxy to submit Reports on the user’s behalf regardless of the “Traveler Type.” However, this is not an automated process and does not delete an account. The User Admin relies on the department alerting them that a user needs deactivation and can reactivate a user if needed.

Q: Does Concur send out communications when all or a part of the site is down?

A: Yes, you can sign up for Concur Outage Alerts by visiting Concur Open and Subscribing to Updates. You can also see what (if any) recent outages are reported by Concur.
**Back Office Functions**

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.

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 the mailing address, default funding, department approver, and delegates (including “delegates for”).

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.
## Request

The Request module is used to plan, organize, and request approvals for UA business travel. A Request provides a general estimate or plan for the trip including anticipated costs to UA. (The Report provides final documentation of the trip as it happens including a detailed itemization of costs and modifications made after Request approval.)

A Request is required for all business travel including trips partially or wholly paid by a third party (even when self-funded). Travelers should only have one Request per full time in travel status. A business justification in the Header is required if the Request is submitted after trip commencement.

## Dashboard

1. Black Menu Bar – Select Requests to access the Request module
2. White Menu Bar
   a. Manage Requests to view a list of Requests with their name, ID, status, dates, and amounts
   b. Create New to generate a new Request
   c. Quick Search by Request ID
3. View drop-down menu filters Requests by status and search fields filter Requests by criteria
4. Action column on the right shows the available Action for the Request
   a. “Book” link to initiate booking
   b. “Expense” link to generate a Report

## Troubleshoot

Problem: Not all Requests are listed under Manage Requests.

Solution: Approved Requests drop off the “Active Requests” list once the travel has commenced (as indicated by the business travel dates). Select an option other than “Active Requests” from the View drop-down menu or use the search fields to find a specific Request.
Request Components

Header

Location for providing general trip information including purpose, dates, destination, and how the trip is financed. Many components of the Header include a tool tip with additional information and guidance on what information is needed. The Header fields are designed to capture information as required by R05.02.060(6)(c).

1. **Trip Name** – Use naming convention “Traveler last name, first initial, dates of travel (mm/dd-mm/dd/yy) and airport or city location (e.g. SEA or Seattle)” and condense or abbreviate where appropriate
2. **Trip Purpose** – Use table below to determine best match
3. **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
4. **Trip Type** – When traveling to more than one business location, use the furthest trip type option; if the trip includes any international travel, choose “International”
5. **Traveler Type** – Defaults based on user’s profile; student employees should change this to “Staff” if travel involves their work assignment (e.g. research assistants conducting fieldwork) (See Profile: Default Funding)
6. **Booking Method** – Select one from the drop-down menu
7. **Comments** – Provide any additional required or pertinent information including business justifications such as reason for choosing “Outside Concur/CTM” as the booking method
8. **Final Destination** – Primary (last or furthest) location where business is occurring
9. **Business Travel Start and End Date** – Dates reflect what is required to complete the business-only objective, excludes any personal travel days
10. **Personal Travel** – Select “yes” or “no” and provide dates of personal travel if applicable
11. **3rd Party/External Source Support** – Any business costs not paid by UA, includes self-funded
12. **Funding Source** – Auto-fills with the user’s default funding; if needed, search by code or name and select primary funding source (allocations are assigned through Expenses)
13. **Cash Advance** – If applicable, request a travel advance for the trip (See Request: Travel Advance)

**Trip Purpose**: The Trip Purpose field in the Header is one determinant for the account code assigned to employee travel. This table provides descriptions for each Trip Purpose and the corresponding account code. All trips fit within one of the available options.

<table>
<thead>
<tr>
<th>Trip Purpose</th>
<th>Acct Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Activities</td>
<td>2x21</td>
<td>Use this for administrative activities (related to the running of the unit, department, project, or program) for UA or UA programs or projects involving research, instruction, public service, or other institutional activities. EXAMPLE: You are a Statewide employee traveling to Anchorage to meet with HR staff at UAA about benefit rates.</td>
</tr>
<tr>
<td>Athletic Team Travel</td>
<td>2x40</td>
<td>Use this for athletic team travel. EXAMPLE: You are a volleyball coach traveling to Montana for a tournament with your team.</td>
</tr>
<tr>
<td>Instruction to UA Students</td>
<td>2x60</td>
<td>Use this for UA instructional delivery by UA faculty or staff to UA students. EXAMPLE: You are a faculty member traveling to the Kuskokwim campus to teach a class.</td>
</tr>
<tr>
<td>Lobbying</td>
<td>2190</td>
<td>Use this for influencing legislators or agencies in pursuing policies or programs favorable to UA. EXAMPLE: You are traveling to Juneau to represent UA at an Alaska Senate budget hearing.</td>
</tr>
<tr>
<td>Multi-Purpose Trip</td>
<td>N/A</td>
<td>Use this if the trip involves more than one Trip Purpose. Assign the associated, specific Trip Purpose to each individual expense on the Report. EXAMPLE: You are traveling to a workshop to train for working on unmanned aircraft, then you are going to the field to conduct a mapping study. The expenses for the workshop days are “Professional Development/Training” and the expenses for the fieldwork days are “Research/Program Activities.”</td>
</tr>
<tr>
<td>Participant Support</td>
<td>3012</td>
<td>Only allowable for non-employees traveling on restricted funding. Traveler Type: Board of Regents, Non-UA Affiliate/Volunteer, or [non-employee] Student</td>
</tr>
<tr>
<td>Professional Development/Training</td>
<td>2x30</td>
<td>Use this for attending (not presenting at) professional conferences, workshops, seminars, trainings, and other educational programs for the purpose of job enrichment, career, or staff development. EXAMPLE: You are a facilities employee traveling to a training for coal plant managers.</td>
</tr>
<tr>
<td>Purpose</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Recruitment of Employees        | 2452 | Use this for travel intended to recruit employees.  
EXAMPLE 1: You are a member of a hiring committee that must travel to conduct a hiring interview.  
EXAMPLE 2: You are a prospective candidate traveling to Alaska to interview for a position. |
| Recruitment of Students         | 2440 | Use this for travel intended to recruit students.  
EXAMPLE: You are traveling to high schools in the Salem, OR area to encourage students to enroll at UA. |
| Research/Program Activities     | 2x25 | Use this for travel that involves research or program activity including meetings, fieldwork, maintenance/repairs, and attending workshops, conferences, and seminars to present research or provide information about the project. Work related to job duties falls under this purpose.  
EXAMPLE 1: You are traveling to a remote field site to collect samples for a research project.  
EXAMPLE 2: You work for Facilities and must repair a boiler in Bethel.  
EXAMPLE 3: You are a cooperative extension agent giving a canning workshop to residents. |
| Student Travel                  | 2x70 | Use this for non-employee students traveling for the purpose of instruction including workshops, internships, student teaching, conferences, non-athletic competitions, and seminars.  
EXAMPLE: You are a student in the math program traveling to a scholastic math competition. |
| Other                           | 2x21 | Use this only if expenses do not fall under travel. Specifically, when the travel card is used by mistake for a non-travel expense.                                                                                                                                                                                                        |

**Trip Type:** The Trip Type field in the Header is another determinant for the account code assigned to employee and non-employee travel. “Alaska” and “US States & Territories” start the travel account code with 21xx. “International” starts the travel account code with 23xx.

**Traveler Type:** The Traveler Type field in the Header is also a determinant for the account code assigned to non-employee travel. “Student” assigns 2x70 regardless of the Trip Purpose. “Non-UA Affiliate/Volunteer” assigns 2x50 regardless of the Trip Purpose

**Trip Description:** The Trip Description should provide a clear, concise detailed description of the trip that supports a reasonable understanding of the business conducted. The business purpose of a trip may be obvious to the traveler, but not to a third-party reviewer.

For example, “Research for project,” “conducting fieldwork,” “conference,” or “meeting” are too broad. Instead, the description should include the work that will be completed and why it needs to be completed, 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.”
Segments

Location for documenting airfare, hotel, and car rental costs for the trip. Information entered here also drives data populated in the Travel module when booking the trip. If only using the Travel module to book airfare but booking lodging and/or car rental outside of Concur, still enter all applicable components in Segments. The lodging and car rental are skippable during booking (airfare is not).

1. Click the icon to create the associated expense
2. Enter information in the required fields and Save
   a. Type of airfare routing during booking is restricted to the information entered in Segments (i.e. round trip, one way, or multi-segment)
      i. If flight will include a layover longer than 4 hours, must choose multi-segment
      ii. If trip includes a personal deviation, enter routing type based on the business-only (See Request: Personal Travel)
   b. Dates, times, and location for each segment are adjustable during booking with some restrictions
      i. Cannot change airfare to a multi-city search
      ii. For a car rental at the airport location, make sure the city location includes an airport code (e.g. “Dallas, TX” returns rental locations in the city of Dallas while “Dallas, TX-DFW Dallas Fort Worth International” returns rental locations at the airport)
   c. Amount entered is the total estimated business cost
3. Once saved, the options to Allocate, Delete, or Modify are available on the segment
Expenses

Location for documenting remaining expected expenses including registration, ground transportation, and per diem. Expenses entered in Segments auto populate here. Users can allocate expenses to additional funding sources other than the primary funding in the Header.

1. Select the Expense Type from the list on the right (use + New Expense to view this menu if not already visible)

2. Enter Expense information as required and Save or Allocate
   a. “Daily Per Diem” calculates based on the final destination and business travel dates in the Header; meals and other deduction options are available on the Report

3. Once saved, the options to Allocate, Delete, and change are available

Concur
**Remember**: The Request provides expected estimates of trip costs for the purposes of pre-trip approval and budgeting. True costs, expense itemizations, and final allocations are recorded on the Report.

**Allocate**

Allocating expenses on the Request informs Concur if additional approval routings are needed outside of those driven by the primary funding in the Header. Allocations also formerly document additional funding sources for the purposes of approval and budgeting.

1. Select any expense from Expenses and click Allocate

2. Select expenses to allocate and click Allocate Selected Expenses
   a. Segments are always allocated together on the Request
   b. The option to separately allocate Segments is available on the Report

3. If assigning the full cost of selected expense(s) to one funding source different from the primary funding on the Header, enter the funding here and Save

4. If assigning the cost of selected expense(s) to multiple funding sources, use Add New Allocation to enter additional funding and Save

![Image of Concur interface showing expense allocation process]

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**Concur**
5. Allocate By provides options to allocate based on percentage or amount

6. Click “Add to Favorites” to save the funding string for quick application to future allocations

7. Once added, the allocation is available in the Favorites list

8. Allocated expenses are indicated by the multi-colored pie chart icon
Approval Flow

Documents the approval routing and user assigned to the approval step on a submitted Request. The Approval Flow and Status also indicate the status of a Request which provides helpful information for troubleshooting.

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 user’s profile

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. (See Appendix B)

The COA is the PI assigned to the fund in Banner form FTMFUND.
The optional Department Approver is sometimes the department travel coordinator or financial manager. This is assigned, changed, or removed directly on the user’s profile. Delegates are also able to assign, change, or remove the Department Approver. (See Profile: Default Approver)

Approval Status

There are several approval statuses available on the Request.

1. Auto Approved – This is a skip-step function that bypasses unnecessary, double, or unauthorized approvals
   a. An example of unnecessary is the International Approver step for domestic travel
   b. An example of double is the International Approver step when the Supervisory Approval step is already fulfilled
   c. An example of unauthorized is COA approval when the traveler is the PI

2. Submitted & Pending Approval [by <approval step>] or Pending Cost Object Approval – The approval status is in the top right corner of the Request, and the assigned approver is in the approver name field

3. Concur/Pending Online Booking – The final approval step for Requests with “Travel Booking Tool” selected for “How will you book your travel?” in the Header

4. Approved – The approval step is timestamped with the date of approval and name of approver; this includes documenting the name of a delegate acting as a proxy approver
5. Sent Back to User – Request was returned by an approver or recalled by the traveler or delegate
6. Cancelled – Request was cancelled before or after approval

FAQ

Q: We added additional approvers to the Request when we filled it out. Concur skipped those added approvers and sent the Request straight to the default approver(s). Why?
A: Travelers and delegates cannot manipulate the Approval Flow on the Request or Report. Only the approvers in the Approval Flow or Processors can make changes once the Request or Report is submitted.

Concur is designed to allow UA employees to self-manage their travel from start to finish. Preventing the user who submits the Request from manipulating approvals helps ensure each trip is approved according to the travel regulations.

Q: We submitted the Request as a delegate and Concur skipped us as the department approver. Why?
A: The individual that submits the Request cannot also approve the Request. If you are an assigned approver and submit the Request, Concur bypasses your approval.

If you need to act as an approver for the Request, then the traveler or another delegate must submit the Request.

Q: Some employees have a joint appointment. How can we assign joint travel approvers?
A: The Default Approver for employees is always their primary supervisor (not timesheet approver) as listed in Banner form NEA2SPE. This is true for joint appointments, cross-campus, and cross-department travel as well.

When personnel in another department or campus needs to approve travel for an employee for which they are not the supervisor, they are added to the approval flow by one of the other approvers. (See Appendix D)
Audit Trail

Documents actions taken on a submitted Request including comments and approvals. Actions are timestamped and labeled with the associated user's name. Actions taken by delegates and proxies are recorded with that individual's name.

<table>
<thead>
<tr>
<th>Request Level</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time</td>
<td>Updated By</td>
<td>Action</td>
</tr>
<tr>
<td>07/09/2020 02:38 PM</td>
<td>Test, TravelerOne</td>
<td>Field Edit</td>
</tr>
<tr>
<td>07/09/2020 02:39 PM</td>
<td>Test, TravelerOne</td>
<td>Confirmation Accept</td>
</tr>
<tr>
<td>07/09/2020 02:39 PM</td>
<td>Test, TravelerOne</td>
<td>Approval Status Change</td>
</tr>
<tr>
<td>07/09/2020 02:39 PM</td>
<td>Test, TravelerOne</td>
<td>Approval Status Change</td>
</tr>
</tbody>
</table>

The audit trail provides helpful information for troubleshooting especially status changes. For example, this audit trail provides a timestamp of the approver’s return and reasons for return.

Attachments

Provides the option to attach and view required or supplemental documentation for the trip including but not limited to

1. Agendas and other documentation that supports the business purpose; especially for any workshops, meetings, conferences, etc. for which the agenda is not available or easily found online
2. Business-only cost comparison itinerary for travel that includes personal time
3. UA travel award letters
4. Additional approval documentation outside those required by the travel regulations

Print/Email

Generates a printable summary report of the Request information. The summary report is useful when an external entity needs documentation of a Request. The summary report is not required for the Report.

Concur
Submit a Request

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 is the traveler getting there? Where are they staying? How will they get around once there?
4. Is the traveler taking the per diem allowance? Are they 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.

“Look but Don’t Book”

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. (See Request: Personal Travel)

1. Search for available round trip, one way, and multi-city flights
   a. If flight includes a layover longer than 4 hours, use multi-city search option
   b. Select “Pick-up/Drop-off car at airport” to add rental car to search
   c. Select “Find a Hotel” to add hotel to search
2. Enter dates, destinations, and times in booking tool
3. Search for only car rental, hotel, or train by selecting the associated icon
1. **Top Matrix** – Filter by airline or number of stops
2. **Left Filter Fields** – Filter search by flight times, prices, and airports
   a. Open “Change Search” to adjust dates, times, and locations
   b. Change departure times to “Anytime” to search for all available flights (highly recommended for all airfare searches)
3. **Shop by Fares** – Lists flight results by price (outbound and inbound combined if round trip)
4. **Shop by Schedule** – Choose outbound and inbound flights independently
5. **Flight Number Search** – Find a specific flight (especially helpful when trying to find the same flight listed on an airline’s website)
6. “More fares/details” – View full itinerary details
7. “Select” the flight to access a print-friendly version of the chosen itinerary
Create New

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

2. Enter the required Header information including dates and location of travel, business purpose, and funding source

3. If needed, formally request a travel advance in the Cash Advance portion of the Header

4. Click “Save” or 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”
   c. Dates, times, and location for each segment are adjustable during booking with some restrictions (See Book a Trip: From Request)
   d. Amount entered is the total estimated cost

5. Select the Expenses tab to add additional expenses other than airfare, lodging, and car rental and allocate to additional funding sources as needed

6. Select “Submit Request” followed by “Accept & Submit” on the Final Review pop-up window
7. Once submitted, the Cancel Request and Recall options are available, and the Status changes to “Submitted & Pending Approval [by <approval step>]”

8. Depending on the user’s email notification settings, the traveler and delegate receive an email notification of Request submission, return, and/or approval(s) (See Concur: Email Notifications)

9. Once approved by all user’s in the Approval Flow, Action has either a “Book” or “Expense” link available
Recall

If the Request is not yet fully approved, users can Recall it to make changes.

The Status changes to “Sent Back to User - <user’s name>,” and Action returns to none.

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Request ID</th>
<th>Status</th>
<th>Request Dates</th>
<th>Date Submitted</th>
<th>Total</th>
<th>Approved</th>
<th>Remaining</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savin, J 10/20-18/25 SEA Concur Fusion 2020</td>
<td>4239</td>
<td>Sent Back to User - Test, TravelerOne</td>
<td>10/20/2020</td>
<td>07/09/2020</td>
<td>$1,805.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>none</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10/25/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Recalling and resubmitting routes the Request through the full Approval Flow even if some approvals were completed before recalling.

If the user adds any comments to the Header, those are included in Status after resubmission.

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Request ID</th>
<th>Status</th>
<th>Request Dates</th>
<th>Date Submitted</th>
<th>Total</th>
<th>Approved</th>
<th>Remaining</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savin, J 10/20-18/25 SEA Concur Fusion 2020</td>
<td>4239</td>
<td>Submitted &amp; Pending Approval by your Supervisor - Test, Default Approver Comment: Recalled to add Cash Advance</td>
<td>10/20/2020</td>
<td>07/09/2020</td>
<td>$1,805.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>none</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10/25/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do not Recall a Request no longer in “Pending on-line Booking” status. Doing so may cancel existing bookings for the trip.
Copy

Users can create a duplicate Request by using the Copy Request function. This is useful for travelers who make the same trip multiple times during the year (e.g. summer fieldwork). The function is also helpful when a Request is cancelled before final approval, but associated charges still need reconciliation.

1. Select the Request to copy and click Copy Request

2. A window to specify what portions to copy and what initial changes to make appears

---

**Copy Request**

The selected request with appropriate request entries will be copied.

Existing Request:
We have provided a default name. Change the name if desired.

**Requested Name:** Copy of JMU - Vegas 10/11/2020

**Last Date of Source Request:** Tuesday, October 20, 2020

New Request:
You can change the start date of the new request.

If you provide a date below, the request start date or the earliest request entry on the new request will be given that date and dates for all other request entries will be adjusted based on that. Otherwise, the start date will be defined as Last date of source request + 1.

**Starting date for New Request:**

- **Expenses**
- **Segments**

*Warning: If the source request contains self-booked segments, please start your booking in Concur Travel.*

All copied segments are booked by the Travel Agency.

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Concur
3. Change the name to suit the new Request, select the appropriate Business Start Date, and click “OK”

4. The Business Travel Start Date changes to the date entered in “Starting date for New Request;” the Business Travel End Date sets for the same number of days between the original Request’s start and end dates

5. All information in the copied Request is changeable; update the Header, Segments, and Expenses as needed and Submit Request
Close/Inactivate

After the Report is approved, the Request requires manual closure/inactivation. Concur does not automatically close the Request when a Report is processed. Requests that are not closed/inactivated continue to appear on travel reports. If needed, the Processor can re-open the Request so long as it was fully approved before deactivation.

Users should Close/Inactivate Requests for the following reasons:

1. Reports can no longer link to the Request which helps ensure a 1-1 relationship between Request and Report
2. Limits the open travel reports used by financial managers and travel coordinators to only Requests that still need a completed Report (important for budgeting)
3. Cleans up the open Requests list for the user

There are two ways to accomplish this:

1. Close/Inactivate from the Requests list (helpful when closing multiple Requests)

2. Close/Inactivate the Request after opening the Request
“Zero-Cost” Trip

Occasionally, business travel is conducted at no cost to UA. UA neither directly pays for any travel costs nor issues a travel reimbursement through a Report. This includes self-funded business travel with no reimbursement and travel paid fully by a third party. A Request is still required for the business travel. ([R05.02.060(6)(e)](R05.02.060(6)(e))

1. Create a Request and complete the **Header**
   a. Enter the name of the external source and the estimated amount they are paying
   
   ![External Source Table]
   
   b. The funding source in the Header can remain as the default funding on the user's account since no expenses are added

2. Leave both Segments and Expenses with no information

3. Submit Request for trip approval

4. Once the trip is complete, Close/Inactivate the Request to remove it from the user’s Active Requests (no Report required if no costs paid by UA)
**Personal Travel**

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. The user has the option of booking some or all portions in the booking tool depending on the type of personal travel. (See Travel: Personal Travel)

Users must identify on the Request personal days taken in conjunction with UA business travel. For this reason, the Header includes a section for documenting the personal days. (R05.02.060(8)(f))

<table>
<thead>
<tr>
<th>Will this trip include personal travel?</th>
<th>Personal Travel Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>10/28-11/2</td>
</tr>
</tbody>
</table>

**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. (R05.02.060(8)(a))

The business-only dates of travel are entered in Segments. The user can change the dates of travel to accommodate the extended stay during booking. (See Travel Components: Airfare)

**Personal Deviation**

When a traveler goes to an additional destination outside of the UA business routing or destination(s), it is considered a personal deviation with a routing change. (R05.02.060(8)(b))

If using the booking tool for the business-only portion, that portion is entered in Segments. Otherwise, “Outside Concur/CTM” is selected as the booking method, and the full business-only itinerary is entered in Segments. Airfare costs in Expenses reflect total cost of business-only itinerary.

**Driving vs Flying**

When there is a business need for driving, reimbursement for mileage is allowed. However, when driving is not the most direct route or efficient mode and the traveler chooses to drive for personal convenience, an airfare cost comparison is required.

**Example:** An Anchorage employee is traveling to Fairbanks for a meeting. They opted to drive instead of fly because their family is accompanying them.

If the justification is cost, a cost comparison is required to demonstrate the cost savings for driving. Personal days are only documented in the Header if the chosen transportation method is for personal convenience and results in added days of travel. (R05.02.060(10)(f)(6))

**Business-Only Cost Comparison**

The business-only cost comparison provides the lowest logical transportation cost for the business purpose and is used to determine the allowable reimbursable expenses on the Report including per diem. Any costs that exceed the business-only are deducted from the out-of-pocket reimbursable expenses. (See Expense: Personal Travel)
The cost comparison must come from the Concur booking tool as it applies our discounted rates. The user must attach the comparison before submitting the Request. If not attached, an Exception bars user from submission.

The itinerary must reflect the business trip as though no personal travel is included.

Example: The business travel dates are Aug 31 – Sep 5 in Dallas and personal days are Aug 20 – 30 in Seattle. The business-only itinerary is traveling from home/duty station to Dallas on Aug 31 and returning on Sep 5. The time is Seattle is excluded entirely.

If there are delays in the approval or purchasing process beyond the traveler’s control, users can obtain new supporting documentation. The new comparison is attached to the Report.

1. Use the Trip Search to search for flights based on the business-only itinerary
2. Find and select the most appropriate business-only flights
   a. The flights must represent the lowest logical cost for the most efficient route
   b. The cost comparison must include the full flight and cost details on the “Review and Reserve Flight” screen
3. The flight is not booked so long as "Reserve Flight and Continue" is not selected
4. Ctrl+P or right-click on the screen and select Print
5. Choose “Save as PDF” as the Destination and Save
6. Attach the saved pdf to the Request
Travel Advance

Since cash advances are available for other, non-travel purposes, the term “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.

Policies

Travel advances are available to travelers when needed. The advance is issued and reconciled through Concur using the Cash Advance capabilities. 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 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. Contact the campus travel office if need a travel advance more than this configured 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.

Note: Contact the Cash Advance Admin directly if the travel advance is not included on the Request. (See Appendix F)

Requesting a Travel Advance

1. User Admin must activate Cash Advance for the user; otherwise, Cash Advance is not an available field on the Request
   a. Since non-employee students and guests are the most common recipients of travel advances, Cash Advance is enabled with their manual profile creation
   b. Cash Advance is not activated for employees (including students with an employment relationship) until the User Admin receives a request for activation including cash withdrawals on the travel card
2. Once activated, the Request includes a Cash Advance section at the bottom of the Header
3. Enter the amount requested
   a. Amount cannot exceed 80% of the out-of-pocket costs reported in Expenses; contact the campus travel office if requesting more than this amount
   b. Comments help the Cash Advance Admin determine allowability of the requested advance
4. Submit Request
   a. Concur evaluates the Cash Advance according to the audit rule
   b. If needed, correct the amount requested or delete the Cash Advance and Submit Request to re-evaluate the audit flag

5. Cash Advance Admin receives notification from Concur once the Request is approved (but before booking)
   a. Cash Advance Admin only receives notification via the Cash Advance field, a comment on the Request does not trigger any action
   b. If Cash Advance is excluded from the Request, traveler or delegate must contact their Cash Advance Admin directly

6. Cash Advance Admin reviews the Request and either approves or declines the travel advance
   a. They may contact the traveler or delegate for additional information
   b. They can approve the travel advance at a lower amount than requested
   c. When applicable, they post-date the issue date in Concur, so payment is not received too far in advance of the trip start date

7. Once issued by the Cash Advance Admin, the advance is included in the nightly Concur extract which pulls the financial transactions from that day
   a. UA computer program runs the next morning to create an invoice in Banner and pay the Cash Advance
   b. Post-dated advances are post-dated in Banner

8. Travel advances are issued by Statewide either through direct deposit or a physical check
   a. Direct deposits on travel payments generally take 2-3 business days to fully process through the banks (from the time payment is issued to the time the funds are available in the traveler’s account)
   b. Physical checks are printed by and mailed from the traveler’s campus as assigned in Concur
   c. Checks are mailed to the most recent AP, HR, or MA address in Banner (whichever is newest), not the address in Concur, unless the department asks the campus to hold the check for pickup
9. Users can view their Open Cash Advances on their homepage under Open Requests

The travel advance is paid from a campus general ledger account (0256) using the associated campus fund one. The traveler must reconcile the advance via a Report upon trip completion or cancellation. Once the Report is approved for payment, the advance is cleared from the general ledger. (See Expense: Travel Advance)

Troubleshoot

Problem: Not all Requests are listed under Manage Requests.
Solution: Approved Requests drop off the Active Requests list once the travel has commenced (as indicated by the business travel dates). Select an option other than “Active Requests” from the View drop-down menu or use the search fields to find a specific Request.

Problem: The Action link is still “Book,” but we need “Expense.”
Solution: If “Travel Booking Tool” is selected as the booking method, Requests are not fully approved until the trip is booked from the “Book” link of the Request. The Processor can bypass this final approval step though. Doing so will change the Action link to “Expense.”

Problem: Request is closed but still needs a Report.
Solution: Contact the Processor to have it re-opened. Note: If the Request was not fully approved (including completing “Pending on-line Booking” step), the Request is permanently closed.

Problem: Processor cannot re-open the Request, but user has non-refundable expenses from the cancelled trip that need reconciliation.
Solution: Copy the closed Request and submit the copy. Contact the Processor to move the new Request through the Approval Flow. (Processor will need the Request ID from the original Request as well to verify prior approval.) Create the Report from the new Request.

Problem: The Request will not submit because an attachment is needed, but required document is already attached.
Solution: Try re-attaching the document or logging out and back into Concur.

Concur
FAQ

Q: The dates of travel have changed since the Request was approved. Do we submit a new Request or change the existing one?

A: It is not usually necessary to submit a new Request if there are changes to the original trip estimates. If the Request is fully approved, the Recall option to make changes is no longer available either. Instead, any changes to the trip after Request approval are reflected on the Report as it is the final documentation of travel. The Report routes through the approval process if the changes require re-approval. (See Concur: Expense)

However, if the original trip is cancelled and later rescheduled, it is appropriate to cancel the original Request and submit a new Request once the trip is rescheduled.

Q: Will the creation of a Request in Concur encumber the estimated trip cost in Banner?

A: No, travel is not encumbered in Banner if processed through Concur. Instead, the Reporting module provides reports with the details of approved, upcoming travel. (See Appendix E)

Q: Is a Request required for business trips paid by a third party or fully self-paid with no reimbursement to the traveler?

A: Yes, all business travel is approved through a Request regardless of the funding source for the trip. There are many benefits to using Concur for all travel including duty of care awareness, logging supervisor approval, and the clear identification of business travel.

Q: At what point should we Close/Inactivate the Request associated with a Report?

A: After the Processor approves the Report for payment. Closing the Request before final approval can cause it to detach from the Report.

Q: We added additional approvers to the Request when we filled it out. Concur skipped those added approvers and sent the Request straight to the default approver(s). Why?

A: Travelers and delegates cannot manipulate the Approval Flow on the Request or Report. Only the approvers in the Approval Flow or Processors can make changes once the Request or Report is submitted.

Concur is designed to allow UA employees to self-manage their travel from start to finish. Preventing the user who submits the Request from manipulating approvals helps ensure each trip is approved according to the travel regulations.

Q: We submitted the Request as a delegate and Concur skipped us as the department approver. Why?

A: The individual that submits the Request cannot also approve the Request. If you are an assigned approver and submit the Request, Concur bypasses your approval.
If you need to act as an approver for the Request, then the traveler or another delegate must submit the Request.

Q: Some employees have a joint appointment. How can we assign joint travel approvers?

A: The Default Approver for employees is always their primary supervisor (not timesheet approver) as listed in Banner form NEA2SPE. This is true for joint appointments, cross-campus, and cross-department travel as well.

When personnel in another department or campus needs to approve travel for an employee for which they are not the supervisor, they are added to the approval flow by one of the other approvers. (See Appendix D)

Back Office Functions

This section provides a brief glimpse into what actions users with back office roles can perform. Back office roles include Cash Advance Admin, Processor, and User Admin. See Appendix F for a complete guide on these roles.

Contact the Cash Advance Admin directly if a travel advance is needed but not included on the trip Request.

[Request] Processor and Processor Audit 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.

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

Processors can

1. View all Request information including attachments (also an available function for Processor Audit)
2. Add additional approvers to the Approval Flow
3. Add comments and change the primary funding in the Header except when Request is pending COA approval or online booking
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)
Travel

The Travel module is a robust booking tool providing users with airfare, car rental, lodging, and train booking options. UA’s negotiated vendor rates are reflected in the booking tool. Users should always establish bookings with discounted vendors through the booking tool or CTM to obtain our negotiated rates.

There are several reasons we use the booking tool:

1. The booking tool is integrated with travel Requests and Reports for ease of use and processing.
2. The booking tool is UA’s standard business practice as described in R05.02.060(10)(a)(2).
3. The booking tool provides measurable discounts on Alaska Airlines and Delta flights. These discounts are shared with the State of Alaska and are volume based. The State has recommended adoption of a booking tool on previous legislative audits to obtain these discounts.
   a. Our negotiated rates are only available through our travel agency, CTM, either through the booking tool or direct bookings with them.
   b. The booking tool also provides access to ample usage data to leverage discounts with additional vendors in the future.
4. As it concerns travel on federal funding, not obtaining discounts is a violation of Uniform Guidance 2 CFR 200.474 Travel Costs. Federal award travel costs "[...] results in charges consistent with those normally allowed in like circumstances in the non-Federal entity’s non-federally funded activities and in accordance with non-Federal entity’s written travel reimbursement policies." The section goes on to say that airfare costs more than the least basic cost are unallowable, and the assumption that when discounts are available, they are obtained.
5. On non-federal funding sources, we are all fiduciaries of public funds.
1. Black Menu Bar – Select Travel to access the Travel module
2. White Menu Bar
   a. Travel to navigate to the main Travel module page
   b. Arrangers to arrange travel as a delegate
   c. Trip Library to view bookings
   d. Trip Templates to work with booking templates
   e. Tools to access useful travel tools including airport guides and government travel warnings
3. Booking Tool for researching airfare, car rental, hotel, and train costs, routes, and availability or for using the “Travel-to-Request Integration” booking option
4. Travel Alerts (if any) are visible in the Travel module
5. Blue Text Tabs
   a. Company Notes from the main page
   b. Upcoming Trips for current travel bookings
   c. Trips Awaiting Approval for trips pending approval
   d. Remove Trips for completed trips that need a Report
**Arrangers**

Delegates and Proxies can use the Arrangers tab to manage (not book) travel for their users.

**Upcoming Travelers**

1. Search for users by name or travel dates
2. View the user’s contact number and view/edit the current picture
3. Click the Trip Name/Description to access Trip Actions: View Itinerary, E-mail Itinerary, Change Trip, and Remove Trip
4. Click the “+” to the left of the Trip Name/Description to view the segment details
   a. Click a flight segment to view TSA wait times, check-in the user via the airline’s check-in web page, and access information about the airport
   b. Click a hotel segment to access the hotel’s web site
5. Click Travel Preferences to view a summary of the user’s booking preferences
6. Enter Notes and Tasks as reminders for the arranger (not user)

**I'm Assisting**

1. Click the trash can icon in the right-most column to discontinue the arranger association
2. Click the user’s name to view their booking preferences
Trip Library

View a list of the traveler’s trips with the options to access itinerary information and cancel trips.

1. Select Booking Dates or Travel Dates and set Date Range
2. Select “Include withdrawn trips” to include cancelled bookings
**Travel Components**

This section covers using the booking tool for airfare, car rental, lodging, and train. It also includes some important regulations and guidance for the first three components.

If booking from Request, the booking tool populates with the information provided in Segments. If booking from Travel, the user enters the search parameters in the booking tool. The rates listed in the booking tool are based on the rates vendors provide the GDS minus any UA discounts.

Users can select additional discount classes for which they are eligible in their Profile Settings under Travel Preferences. If the “Government” discount is selected, the booking tool provides federal and state government rates available through the vendor. Unless users are eligible for federal or other state government rates/discounts, we recommend unselecting this preference before booking out of state travel.

![Travel Preferences](image)

**Airfare**

The booking tool makes available the same flights found on a GDS carrier’s booking site. Oftentimes, users cannot find their desired flight because their search parameters are filtering it out or there is limited seating available. For the former, use the following guide to adjust the search parameters and filters to find the flight or contact CTM to book. For the latter, contact CTM to book.
1. Top Matrix – Filter by airline or number of stops
2. Left Filter Fields – Filter search by flight times, prices, and airports
   a. Open “Change Search” to adjust dates, times, and locations
   b. Change departure times to “Anytime” to search for all available flights (highly recommended for all airfare searches)
3. Shop by Fares – Lists flight results by price (outbound and inbound combined if round trip)
4. Shop by Schedule – Choose outbound and inbound flights independently
5. Flight Number Search – Find a specific flight (especially helpful when trying to find the same flight listed on a carrier’s website)
6. “More fares/details” – View full itinerary details
Cautions: Upon occasion Frontier and Alaska Airlines offer unique fares indicated as "WebDirect" in the fare details. They are instant purchase, non-refundable and unable to be voided. Also Southwest Airlines and Frontier are instant purchase and unable to be voided.

### Alaska Airlines

**DEPART**

- **Tue, Oct 20**
  - 11:40 AM (FAI) → 04:23 PM (SEA)
  - Nonstop
  - 3h 43m
  - Alaska Airlines 234
  - View seats
  - 73J

**RETURN**

- **Sun, Oct 25**
  - 11:40 AM (SEA) → 02:30 PM (FAI)
  - Nonstop
  - 3h 50m
  - Alaska Airlines 1465
  - View seats
  - 73J

**Fare Options**

- **Main (R)**
  - Free Checked Bags: 0
  - Refundable: No
  - Total: $306.20

- **Refundable Main (H)**
  - Free Checked Bags: 0
  - Refundable: Yes
  - Fees may apply
  - Total: $826.60

View more fares
Sabre
**Regulatory Guidance**

This section only covers some key UA regulations and polices regarding travel status and airfare. See the Travel Regulations section of this manual or visit the UA Travel website for all applicable UA travel regulations.

Individual campuses and departments may have additional policies and restrictions not covered in this manual. Employees should familiarize themselves with these where applicable.

**Travel Status**

Travelers are not required to arrive the day their business beings if the only available scheduled flights depart before 7 a.m. Travelers are not required to leave the day their business ends if the only available scheduled flights arrive after 10 p.m. ([R05.02.060(5)(g)](https://example.com/uaTravelRegulations))

Essentially, the regulations allow travelers some flexibility in arriving the day before business start and leaving the day after business end.

Example: A Juneau employee is attending a business meeting in Anchorage on Monday. The meeting starts at 8 a.m. which requires the employee to travel on a flight leaving before 7 a.m. The employee can travel to Anchorage on Sunday.

Alternatively, their meeting ends on Monday at 8 p.m. The next available flight after their meeting does not arrive in Juneau until 10:30 p.m. The employee can return home on Tuesday.

This does not allow travelers to arrive two days prior to business start to avoid a red-eye or late-night flight. Unfortunately, most travel to the East Coast requires either an early morning departure or a late-night arrival.

However, a rest period of 24 hours or less is allowable if the scheduled business transit time exceeds 14 hours. The traveler may take their rest period at either an intermediate point or the business destination. ([R05.02.060(5)(h)](https://example.com/uaTravelRegulations))

Example: A Fairbanks employee is attending a conference in Puerto Rico on Monday. The lowest logical cost flight requires a total transit time of 16 hours. The employee can begin travel to Puerto Rico on Saturday with the option of staying Saturday night at an intermediate point such as Orlando.

**Booking Directly with Discounted Air Carriers**

The standard UA guidance is to use the booking tool or CTM to book travel. Users should always establish bookings with discounted vendors through the booking tool or CTM to obtain our negotiated rates. If a user chooses to book available vendors outside of Concur or CTM for personal convenience, they should

1. Obtain a business-only cost comparison for the same flights in the booking tool. This provides the discounted price for the same ticket. (See Request: Personal Travel)
2. The reimbursable/allowable amount on the Report is based on the discounted price as indicated by either the business-only comparison obtained prior to travel or a past fare quote from CTM.
Cardholders can use their travel card, but only the cost of a business-only flight is an approved business expense. The difference is considered a personal expense.

**Airline Fare Classes**

To aid users in following travel regulations and policies, the booking tool is programmed to only list allowable fare classes.

**Fare Classes Listed in the Booking Tool**

1. **Main**: This is a ticket for a seat in the coach class cabin. This type of ticket offers more comfort (e.g. seat assignment) and flexibility.

   Changes to the dates or destinations of travel may result in a change fee and/or collection of fare difference. Cancelled trips may result in a cancellation fee and issuance of an "unused ticket credit." UA strongly recommends the purchase of "Main" tickets.

2. **Refundable Main**: This is a ticket for a seat in the coach class cabin. This type of ticket offers the maximum amount of flexibility. They are changeable as often as needed without change fees. They are also refundable in the event of a cancellation.

   This type of fare is allowable, but only if there is a business need. These are usually significantly more expensive than the "Main" fare for the same itinerary. They are not purchased often, usually only for variable-schedule or weather-dependent fieldwork.

**Fare Classes Not Listed in the Booking Tool**

3. **Super Saver/Basic Economy**: This is a ticket for a seat in the coach class cabin. However, this class of fare essentially strips the traveler of convenience features (e.g. a decent seat, room for baggage, etc.) so the airline can publish the lowest possible price.

   These tickets are unalterable. Changes are unallowed, and cancellations are neither refunded nor issued a credit for the fare.

   UA strongly discourages the purchase of super saver or basic economy tickets. The purchase of these fare classes is at the traveler’s own risk.

4. **Business & First**: These are tickets in the Business- and First-class cabins.

   These are not allowable for reimbursement at full cost unless there is an ADA exception. If a traveler chooses to purchase this fare class, a coach class business-only comparison for the exact same flight is required.

   Unlike some restrictions, the regulations do not allow for business- or first-class ticket purchases with a business justification or need. The only allowable exception for business- or first-class tickets is an ADA accommodation. *(R05.02.060(10)(b)(5))"*
Car Rental

1. Top Matrix – Filter by vehicle class or rental company
2. Left Filter Fields
   a. Open “Change Car Search” to adjust dates, times, and locations
   b. Narrow search results by car type, vendor, and amenities
3. “Location details” – View information from the vendor regarding hours of operation, requirements, restrictions, shuttle services, etc.
4. Scroll to the bottom of the page to view additional information and the option to “Skip Car”
Regulatory Guidance

This section only covers some key regulations and polices regarding vehicle rentals. See the Travel Regulations section of this manual or visit the UA Travel website for all applicable UA travel regulations.

Individual campuses and departments may have additional policies and restrictions not covered in this manual. Employees should familiarize themselves with these where applicable.

Rate Class

Allowable rate class is up to the cost of a full-size car from the selected vendor. Vehicles in a higher rate class require a business justification, a cost comparison for an allowable class, or documentation from the vendor that a lower rate was charged (e.g. reservation confirmation). Rate class designations are determined by each car rental vendor and not UA. If the rate class is not documented on the car rental receipt, UA uses the vehicle make and model to determine the vehicle type and associated rate class. (R05.02.06(10)(3))

Add-Ons

UA provides liability and physical damage coverage on rental cars used by employees conducting UA business. Where available, UA employees are expected to secure rentals from UA negotiated vendors who provide additional liability and physical damage insurance. Supplemental insurance purchased through the vendor (e.g. CDW/LDW) is not a reimbursable expense for employees traveling in the US or Canada.

Add-ons such as GPS and roadside assistance should include an explanation for purchase to support the added cost. Some campuses and departments may consider add-ons non-reimbursable.
Lodging

Users can book hotel rooms through the booking tool. Currently, non-hotel vendors such as Airbnb and VRBO are not supported by the Concur booking tool. The user must book non-hotel lodging directly with the vendor or through a third-party (e.g. Expedia). However, users can sync some of these vendor accounts with Concur through the App Center which provides access to e-receipts and itinerary information. (See Concur: Mobile Tools)

1. On the Hotel Per Diem Locations screen, verify the information is correct and select Next
2. Map – Narrow search results by location
3. Left Filter Fields
   a. Open “Change Search” to adjust dates and location
   b. Narrow search results by price, property brand, and amenities
4. The GSA nightly lodging rate assigned on screen one is listed at the top
5. “View Rooms” – View the full list of available rooms and their corresponding rates
6. Select the room rate to book (green check mark indicates within the allowable rate)
7. Scroll to the bottom of the page for the option to “Skip Hotel”
Regulatory Guidance

This section only covers some key regulations and polices regarding lodging. See the Travel Regulations section of this manual or visit the UA Travel website for all applicable UA travel regulations.

Individual campuses and departments may have additional policies and restrictions not covered in this manual. Employees should familiarize themselves with these where applicable.

Allowable Rate

Allowable cost for lodging is up to 1.5 times the GSA rate for the business location. Lodging costs more than this allowance require a business justification. Otherwise, any additional amount is considered a personal expense. (R05.02.060(11)(d))

Allowable cost for unreceipted non-standard lodging is 15% of the GSA rate for the business location rounded up to the nearest dollar. Non-standard lodging includes camping, university facilities, staying with friends or relatives, or other similar accommodations. Receipted non-standard lodging is reimbursable at actual cost. (R05.02.060(11)(e))

Note: Home rental vendors such as Airbnb and VRBO are considered commercial lodging, not non-standard lodging.

Tax Exemption

UA employees should receive tax-exempt status in Alaska when paying with a UA corporate card (e.g. travel card or ProCard). UA receives tax-exempt status because we are a political subdivision of the State. If needed, our tax-exempt documents are found under “Tax Exempt Documentation” on the Travel Card Program section of the UA Travel website.

It is best to communicate UA’s tax-exempt status to hotel staff at check in. If the receipt indicates taxes were charged, please contact the hotel to have it corrected. The department travel coordinator can help with this. Contact the campus Travel Administrator or Statewide if the hotel will not refund the taxes.

Note: It is difficult to enforce our tax-exempt status with home rental vendors such as Airbnb. With these vendors, much of the responsibility of applying tax exemptions falls on the host and not the company.
1. Top Matrix – Filter by vendor or number of stops
2. Left Filter Fields
   a. Open “Change Train Search” to alter the dates and locations
   b. Narrow search results by times, prices, and train station
3. “Show all details” – View the full itinerary details
Book a Trip

Users have several options for booking travel. They can use the Travel booking tool to book from an approved Request, book from the Travel module and create a new Request, contact CTM directly (must have an approved Request), or book with the vendor for lodging and car rentals.

Users also have a few options for booking rural air travel with a non-GDS carrier such as Wrights Air. They can book directly with the non-GDS carrier or contact CTM directly (must have an approved Request. If the trip includes air travel on rural and non-rural carriers, they can book the non-rural portion in Concur and instruct CTM to book the rural portion using the “Comments for the Travel Agent” box on the Trip Booking Information screen.

If the traveler or delegate encounters difficulties with the booking tool, they should contact CTM to book the trip. Our travel agents are there to assist our travelers.

Airfare reservations are paid on the agency card held by CTM. Hotel reservations are held with a UA corporate card (e.g. travel card or ProCard) or by indicating CTM use the agency card to book and pay for lodging.

Note: The option to use the agency card for car rentals is not available.

From Request

If you are 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. the user clicks on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. See “Book a Trip: From Travel” for instructions on what to do if this happens.

1. In the Request module, click “Book” in the Action column of the associated Request
2. Your Itinerary
   a. Information entered in **Segments** is plugged into the booking tool
   b. Dates, times, and locations for each segment are adjustable after this screen

<table>
<thead>
<tr>
<th>Segment</th>
<th>Information</th>
<th>Dates, Times, Locations</th>
<th>Adjutable After Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Ticket</td>
<td>Seattle, WA to Fairbanks, AK</td>
<td>Depart: 10/25/2020 19:30</td>
<td>Yes</td>
</tr>
</tbody>
</table>
c. If car rental is included, user must assign rental station locations on this screen; choose any available at any location if intending to skip car rental booking

3. Run Template
   a. Indicate whether federal funds are used (for reporting purposes)
   b. If acting as a delegate, verify traveler name matches selected user

4. Segment Search and Select
   a. Select desired airfare, lodging, car rental, and/or train (See Travel: Travel Components)
   b. Open the “Change Search” field to adjust dates, times, and locations
   c. For airfare, change departure times to “Anytime” to search for all available flights
d. Use the matrix, filter, search, and sort options to find the desired booking

e. Car rental and lodging are skippable bookings; scroll down to the bottom of the page to find the skip option

f. Trip Summary provides booking progress and Total Estimated Cost after each segment
5. **Review and Reserve [Segment]**
   a. Review, reserve, and add travel preferences after each segment
   b. Airfare – Seat selection is available at this point; however, travelers can manage their seat preferences, including upgrades, directly through the carrier’s website or app once flight is ticketed
SELECT SEATS
Select your preferred seats, otherwise Concur will request them for you based on your Profile.

<table>
<thead>
<tr>
<th>Flight</th>
<th>Seat</th>
</tr>
</thead>
<tbody>
<tr>
<td>A5 165</td>
<td>Main (R)</td>
</tr>
<tr>
<td>A5 167</td>
<td>Main (R)</td>
</tr>
<tr>
<td>A5 183</td>
<td>Main (R)</td>
</tr>
<tr>
<td>A5 201</td>
<td>Main (R)</td>
</tr>
<tr>
<td>A5 202</td>
<td>Main (R)</td>
</tr>
</tbody>
</table>

REVIEW PRICE SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>Fare</th>
<th>Taxes and Fees</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare</td>
<td>$100.00</td>
<td>$27.70</td>
<td>$427.70</td>
</tr>
</tbody>
</table>

Total Estimated Cost: $527.70
Total Due Now: $427.70

METHOD OF PAYMENT

This purchase will be charged to your company directly.

⚠️ This is a Non-Refundable Ticket
Customers holding NON-REFUNDABLE type tickets may (USUALLY) cancel their journey, and receive these tickets to any destination in the airline's system, within one year following the DATE OF ISSUE. READ THE FARE RULES to be certain these apply. Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

Select Seat Close

Seat Map

Alaska Airlines #156, 73J, Fairbanks Intl Airport (FAI) - Seattle-Tacoma Intl Airport (SEA)
Seat assignment is subject to change up until time of departure.

Available Occupied or Unavailable Selected Exit row No seating
Preferential Preferential
Paid preferential Paid preferential
c. Hotel
   i. A UA corporate card is required to book through the booking tool; card entered in the user’s profile auto fills
   ii. If user needs CTM to reserve and pay for the hotel, “Skip Hotel” and enter lodging information on Trip Booking Information screen
   iii. Review the hotel’s cancellation policy before confirming

6. Travel Details
   a. Overview of full trip itinerary
   b. Cancel or change segments before booking completes
   c. View total estimated costs
RESERVATIONS

Tuesday, October 20, 2020

Flight  Fairbanks, AK (FAI) to Seattle, WA (SEA)

Alaska Airlines 0156
Operated by: Alaska Airlines

Departure: 01:30 AM
Fairbanks Intl Airport (FAI)
Duration: 3 hours, 43 minutes
Nonstop

Arrival: 05:12 AM
Seattle-Tacoma Intl Airport (SEA)

Additional Details
Airline: 73J
Cabin: MAIN (R)

Confirmation: WISZBRMV
Status: Cancellation Confirmed
Airline PNR Number: AE-3059195
Seat: No seat

Enterprise Car Rental at: Seattle US (SEA)

Pick-up at: Seattle US (SEA)
Pickup at: Seattle US (SEA)
Number of Days: 1

Return: 02:05 PM Sun, Oct 25
Return to: Seattle US (SEA)

Additional Details
Rate: $157.50 USD weekly rate, unlimited miles, $11.00 USD extra daily rate, unlimited miles, $11.00 USD extra hourly rate, unlimited miles
Total Rate: $251.25 USD
Corporate Discount: Z3H88F

Rental Details
Compact / Car / Automatic transmission / Air conditioning

Clarion Hotel Seattle Airport
3000 5th Ave
Seattle, Washington, 98121-4010

TOTAL ESTIMATED COST

Airline quoted amount: $286.00 USD
Taxes and fees: $23.20 USD
Air Total Price: $309.20 USD

Hotel: $332.00 USD
Car: $261.25 USD
Total Estimated Cost: $845.95 USD

Restrictions
Quote: NONREF/EVCCHGPLUS/FREDIF/CXL BY FLT TIME OR NOVALUE/VALID AS/

REMARKS

FOR "EMERGENCY" AFTER HOURS SERVICE WITHIN THE US OR CANADA CALL 1-888-500-4293 AND GIVE CALLING CODE 9-646F. AFTER HOURS FEES MAY APPLY.

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.
7. Trip Booking Information
   a. “Comments for the Travel Agent” box
      i. If requesting CTM book a portion of air travel on a rural carrier, enter that airfare information here
      ii. If requesting CTM book and pay for hotel, enter the full lodging information here
      iii. Enter any other special requests or accommodations including directions to apply an unused ticket credit
      iv. A comment of any kind (including “none”) incurs a $10 partial touch fee
   b. If comments to agent are added, booking is not complete until a UA CTM agent acts
      i. After-hours agents do not act on these
      ii. If booking outside normal business hours, do not use this option unless booking can wait until next business day

You may HOLD this reservation until: 07/11/2020 09:30 pm Alaska

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.
8. Trip Confirmation – Final step to complete booking

Trip Confirmation

To COMPLETE BOOKING, please press the “Confirm Booking” button after reviewing this page.
To CANCEL, press the Cancel button.

TRIP OVERVIEW

Trip Name: Stavoli, J 10/20-10/25 SEA
Start Date: October 20, 2020
End Date: October 25, 2020
Created: July 10, 2020, TravelOne Test (Modified: July 10, 2020)
Description: Concur Fusion 2020
Are you using Federal Funds? No
Do you want CTM to send payment for hotel? No
Agency Record Locator: H3Z2POE

Your reservation is complete, but not yet ticketed. A final itinerary will be sent in a separate email.

Passengers: Traveler/Test
Total Estimated Cost: $627.70 USD

Airfare must be ticketed by: 07/11/2020 9:00 PM Alaskan

Advance Trip to see your plans and stay one step ahead while traveling.
Agency Name: CTM NA (University of Alaska - PAC)

TOTAL ESTIMATED COST

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare quoted amount</td>
<td>$400.00</td>
<td></td>
</tr>
<tr>
<td>Taxes and fees:</td>
<td>$27.70</td>
<td></td>
</tr>
<tr>
<td>Total Estimated Cost</td>
<td>$427.70</td>
<td></td>
</tr>
</tbody>
</table>

Restrictions

Quote: NONREF/EVCHG/PRI/SPARE/DIFFIXL BY FLT TIME OR ROWVALUE/MOD A/P/
TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

FOR “EMERGENCY” AFTER HOURS SERVICE WITHIN THE US OR CANADA CALL 888-550-6240 AND GIVE CALLING CODE 9-1ACT. AFTER HOURS FEES MAY APPLY.

Almost done... Please confirm this itinerary.
9. “Finished!” – Final booked itinerary with option to Print or Email

10. Depending on the user’s email notification settings, the traveler and delegate receive an email of the ticketed itinerary – this is the flight itinerary receipt required for the Report (See Concur: Email Notifications)
From Travel

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, users 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, the user clicks on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. When broken, the “Travel-to-Request Integration” method is initiated. Use the pending approval indicators in step four to recognize when this happens. The “Troubleshoot” scenarios at the end provide direction on how to resolve an accidental break.

1. Enter booking information in the booking tool
   a. Select “Pick-up/Drop-off car at airport” to add rental car to airfare
   b. Select “Find a Hotel” to add hotel to airfare
2. Proceed with reservations as usual
   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 the booking
   b. The **Header** and remaining **Expenses** are filled in by the user
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

   ![Request 4343](image)

   b. Provided as “Status” under My Trips > More

   ![MY TRIPS (1)](image)

   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 the user’s email notification settings, the traveler and delegate receive an email of the ticketed itinerary – this is the flight itinerary receipt required for the Report (See Concur: Email Notifications)

6. If the Request is not approved in time, the hold cancels and the Request expires
   a. User can copy and submit new Request for approval
   b. User must book from new Request
   c. Back office cannot re-engage the Request once it expires

**Troubleshoot**

Problem: Started from Travel instead of Request, but already have an approved Request.

Solution: Complete the Header and submit the Request generated from the booking, then contact the Processor. The Processor approves the Request which completes the booking. They also move the original Request out of “Pending on-line Booking” status. Close/Inactivate the erroneous Request generated from the booking and use the original Request for the Report.

Problem: Started booking from approved Request, but a new Request is initiated.
Solution: If the booking is interrupted before completion (e.g. booking not completed in one sitting, the user clicks on another browser during booking, the booking process sits idle for too long, etc.), follow the same steps as though the booking was initiated from Travel instead of approved Request.

Request 4343 = Erroneous // Request 4339 = Original
Use Airfare Credits

When trips are booked and cancelled through Concur or CTM any resulting unused ticket credits are held by CTM. Users can view available credits on the traveler’s Concur homepage dashboard under Alerts, on the profile under Unused Tickets, and under Travel Alerts on the Travel dashboard. Clicking “You have unused tickets” provides the credit information including expiration date.

Applying to traveler that holds the credit (one of two ways)
1. Indicate in the “Comments for the Travel Agent” box on the Trip Booking Information screen that CTM should apply the credit
   a. The comment must include the unused ticket number and amount
   b. Example, “Please apply unused ticket number 0270000000000 in the amount of $500.00 towards the purchase of this ticket”
2. Call CTM directly to book the flight and provide the credit information

In some instances, CTM can use the credit from one traveler for another. The credit transfer policies are set by each airline and vary based on their defined guidelines at the time. We recommend reaching out to CTM with questions regarding using the credits for a different traveler. They can let you know if the airline allows the use of a credit in another traveler’s name as well as the cost of that transfer.

Applying to another traveler
1. Same two options for applying credit
   a. Instructions in 1.a must include the name of the traveler who has the credit
   b. Example, “Please apply John Smith’s unused ticket number 0270000000000 in the amount of $500.00 towards the purchase of this ticket”
2. Alert the Card Administrator that an airfare expense needs movement from one Concur account to another
   a. Email Subject: Move Agency Card Charge
   b. Email Body: Name of user whose account holds the airfare expense, amount and transaction date of the expense (to ensure the correct expense is moved), and name of the traveler who used the credit
3. Fees associated with the credit transfer are paid by the original traveler’s funding through a Report on their Concur account (See Expense: Cancelled Travel)
Modify

Making some booking modifications (e.g. adding a segment) is dependent on the Request’s approval status.

If Request is not approved

1. Recall the Request
2. Make the necessary changes to Segments
3. Resubmit for approval
4. Book from the modified Request once approved

If Request is approved

1. Do not Recall the Request as this could affect bookings made in Concur; instead, contact CTM to make the necessary changes to the booking
2. It is not necessary to submit a new Request; instead, changes are reflected on the Report

Cancel

Bookings established through Concur are cancelled in Concur. Cancellations may result in fees or penalties. Whether or not those fees and penalties are considered a “reimbursable expense” is dependent on R05.02.06(10)(c)(5). See “Expense: Cancelled Travel” for instructions on managing expenses from a cancelled trip.

1. Select Trip Library in the Travel module to view upcoming trips
2. Click the “Cancel Trip” link in the Action column for the trip

3. A popup notification with a warning appears: Read the warning carefully, paying special attention to notifications regarding lodging
   a. If the trip is cancelled on the day the trip is scheduled to commence, the user must contact the hotel directly to cancel
   b. If any portion of the trip was booked outside of Concur or CTM (e.g. lodging or car rental), that portion is cancelled directly through the vendor, not Concur
4. Click “OK” to confirm trip cancellation; the user can add comments for reporting purposes (not required)
5. DO NOT add comments in “Comments for the Travel Agent” as that results in an agency fee; instead, click “Send this trip to a travel agent to cancel” to complete cancellation

6. If cancelled during the free cancellation period, the charge (if present) is voided and no longer in Available Expenses
7. If cancelled outside the free cancellation period, associated cancellation expenses are added to Available Expenses (See Expense: Cancelled Travel)
Personal Travel

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. The user has the option of booking some or all portions in the booking tool depending on the type of personal travel.

Personal travel not associated with a UA business trip is not bookable through Concur, CTM, or UA personnel.

Cost Comparisons

When a traveler includes personal time on their UA business trip, a cost comparison representing the business itinerary in the Concur booking tool is required. (See Request: Personal Travel)

Any costs that exceed the business-only comparison are deducted from the out-of-pocket reimbursable expenses. (See Expense: Personal Travel)

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. (R05.02.060(8)(a))

Since UA receives State of Alaska contract rates when booking travel through Concur or CTM, travel that includes personal days is only bookable through Concur if it is an extended stay at the business or intermediate location.

Business-only dates of travel are entered in the Request Segments. The user can change the dates of travel to accommodate the extended stay during booking. (See Travel: Travel Components)

Personal Deviation

When a traveler goes to an additional destination outside of the UA business routing or destination(s), it is considered a personal deviation with a routing change. (R05.02.060(8)(b))

Our contract rates are not applicable on travel to a non-business location. Additionally, it is not appropriate to ask UA personnel to help with personal travel arrangements.

Business portion is entered in the Request Segments. Airfare costs in Request Expenses reflect cost of business-only itinerary.

- **Business Portion**: Booked through the booking tool or by calling CTM
- **Personal Portion**: Booked separately by the traveler
Troubleshoot

Problem: Started a trip from Travel instead of Request.

Solution: Complete and submit the Request generated from the booking. Ensure Header and Expenses are adjusted to reflect all trip information. The booking is placed on hold until the Request is approved. Once approved, the booking completes, and a confirmation notification is sent.

The Request has a time limit of generally <24 hours. The time limit is in red at the top right-hand corner of the Request and under “More” on My Trips. If not approved in time, the Request is no longer valid. The user must submit a new Request and book from the new Request once approved.

Problem: Started from Travel instead of Request, but already have an approved Request.

Solution: Complete the Header and submit the Request generated from the booking, then contact the Processor. The Processor approves the Request which completes the booking. They also move the original Request out of “Pending on-line Booking” status. Close/Inactivate the erroneous Request generated from the booking and use the original Request for the Report.

Problem: Started booking from approved Request, but a new Request was generated.

Solution: If the booking is interrupted before completion (e.g. booking not completed in one sitting, the user clicks on another browser during booking, the booking process sits idle for too long, etc.), follow the same steps as though the booking was initiated from Travel instead of approved Request.

FAQ

Q: Which campus is responsible for arranging cross-campus travel?

A: The traveler or delegate is responsible for arranging travel. However, department travel coordinators may arrange to have the other campus help with some of the travel arrangements. These types of arrangements are made at the discretion of those involved.

Q: Does Concur automatically comply with Fly America if we answer "Yes" to the federal funds question?

A: No, flights in Concur do not automatically comply with Fly America or Open Skies. The federal funds question is only for reporting.

The Fly America icon appears next to the flight information if it is compliant. However, this compliance check will not take into consideration any allowable exceptions (e.g. Open Skies).

Q: If a trip cancellation results in an airfare credit, and the traveler does not travel again in the relatively near future, is there a way to transfer the airline credit to another traveler?
A: In some instances, CTM can use the credit from one traveler for another. The credit transfer policies are set by each airline and vary based on their defined guidelines at the time. We recommend reaching out to CTM if you have questions about using the credits for a different traveler. They can let you know if the airline allows the use of a credit in another traveler’s name as well as the cost of that transfer.

If the airline allows credit transfer, contact CTM to book or use the Agent Notes during booking to indicate a credit needs to be applied from another traveler. The airfare may incur change fees, but that is sometimes more cost friendly than losing the credit entirely.

Q: What car class is allowable to rent?

A: Travelers can rent a car in the economy, compact, mid-size, standard, or full-size classes. If they need a higher class (e.g. SUV or 4WD), a business justification is required.

Q: Will the traveler receive a tax-exempt status for lodging in Alaska?

A: If they pay for in-state lodging with their UA issued travel card, they should receive the tax-exempt status.

It is best to communicate UA’s tax-exempt status at hotel check in. If the receipt indicates taxes were charged, please contact the hotel to have it corrected. The department travel coordinator can help with this. Contact the campus Travel Administrator or Statewide if the hotel will not refund the taxes.

Q: Can we book with Airbnb or a similar vacation rental vendor?

A: Yes, but they are not available in the booking tool. Travelers should also keep in mind that we will most likely not receive our tax-exempt status, and vacation rental vendors generally have more restrictions on cancellations including non-refundable deposits.
Expense

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 is approved.

A Report is required for all trips that incur costs paid by UA (prepaid or reimbursed). Travelers should submit their Report within 15 business days of trip completion. Except for local mileage, travel reimbursements are only issued through a Report in Concur.

Reimbursements requested more than 90 days after the completion of the trip fall outside the reasonable timeframe for IRS accountable plans. Therefore, reimbursements from applicable Reports are taxable income and reported on the employee’s Form W-2. (R05.02.060(15)(k)(2))

Dashboard

1. Black Menu Bar – Select Expense to access the Expense module
2. White Menu Bar
   a. Manage Expenses
      i. Active Reports
      ii. Available Expenses
      iii. Available Receipts
   b. View Transactions to view a list of Company Card Charges not assigned to a Report

Concur
c. View Cash Advances (if activated) to view a list of the user’s Cash Advances; use View drop-down menu to access Cancelled, Completed, Pending, etc.

3. Report Library
   a. View lists of Reports to check approval statuses or review previously reported expenses
   b. Use View drop-down menu to access prior Reports

Active Reports

1. Select “Create New Report” to initiate a new Report from scratch (not linked to a Request)
2. Provides Reports not approved for payment with their status and position in approval flow (if submitted)
3. Select a Report to open
### Available Expenses & Receipts

#### AVAILABLE EXPENSES

<table>
<thead>
<tr>
<th>Expense Detail</th>
<th>Expense Type</th>
<th>Source</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Warehouse Fairbanks, AK</td>
<td>Dispute/Fraud</td>
<td></td>
<td>07/10/2020</td>
<td>$88.23</td>
</tr>
<tr>
<td>Office Warehouse Fairbanks, AK</td>
<td>Dispute/Fraud</td>
<td></td>
<td>07/10/2020</td>
<td>$88.23</td>
</tr>
<tr>
<td>Cafe Monte Fairbanks, AK</td>
<td>Personal/Non Reimbursable</td>
<td></td>
<td>07/10/2020</td>
<td>$45.76</td>
</tr>
<tr>
<td>Cafe Monte Fairbanks, AK</td>
<td>Personal/Non Reimbursable</td>
<td></td>
<td>07/10/2020</td>
<td>$45.76</td>
</tr>
<tr>
<td>Alaska Airlines Fairbanks, AK</td>
<td>Airfare</td>
<td></td>
<td>07/10/2020</td>
<td>$306.20</td>
</tr>
<tr>
<td>Alaska Airlines Fairbanks, AK</td>
<td>Airfare</td>
<td></td>
<td>07/10/2020</td>
<td>$427.70</td>
</tr>
</tbody>
</table>

#### AVAILABLE RECEIPTS

1. Available Expenses – List of expenses including travel card charges, itineraries, e-receipts, and uploads from ExpenseIt that are not assigned to a Report
   a. Concur AI fills in the columns using information from the merchant; some information is changeable on the Report
      i. Expense Detail – Vendor name and location; this is sometimes changeable
      ii. Expense Type – Expense type that Concur AI thinks the expense falls under; this is changeable
      iii. Source – From where the information was obtained (See Introduction: Concur Icons)
      iv. Date – Date of transaction; this is changeable if manually uploaded by user
      v. Amount – Amount of transaction; this is changeable if manually uploaded by user
   b. Select expense to assign it to an unsubmitted Report from the Move drop-down menu
   c. Users can Delete expenses except for agency and travel card charges
2. Available Receipts: Uploaded receipts not assigned to a Report
Report Components

The Report contains multiple components since reporting final travel information and expenses requires more details. For ease of reference, we follow the layout of the Report in Concur except for the Travel Allowance. On the Report, the Travel Allowance falls under Details. Since it is an especially key component of documentation on the Report, it has a dedicated section in this manual.

Header

Location for providing general trip information including purpose, funding, and associated Request. If the Report is started from the Request, the information auto populates from the Request Header. However, all fields are editable if any changes happened since trip planning and approval.

The Header is opened one of two ways

1. Click on the Report name in the top left
2. Select Report Header from the Details drop-down menu
1. If auto populated from Request, update information as needed paying attention to changes in dates of travel, personal time, and primary funding
   a. **Trip Name** – Use naming convention “Traveler last name, first initial, dates of travel (mm/dd-mm/dd) and airport or city location (e.g. SEA or Seattle)” and condense when appropriate
   b. **Trip Purpose** – Use table in “Request Components: Header” to determine best match
   c. **Trip Description** – A clear, concise descriptive summary of the completed work and why it was completed; please avoid acronyms and initialisms *(R05.02.060(6)(c)(4))*
   d. **Trip Type** – When traveling to more than one business location, use the furthest trip type option; if the trip includes any international travel, choose “International”
e. **Traveler Type** – Will default based on user’s profile; student employees should change Traveler Type to “Staff” if travel involves their work assignment (e.g., research assistants conducting fieldwork)

f. **Comments** – Provide any additional, pertinent general trip information such as reason for changes in dates or location of travel

g. **Business Travel Start and End Date** – Excludes any personal travel days; these dates reflect what was required to complete the business-only objective

h. **Personal Travel** – Select “yes” or “no” and provide dates of personal travel if applicable

i. **3rd Party/External Source Support** – Any business costs not paid by UA, includes self-funded

j. **Funding Source** – Search by code or name and select primary funding source (allocations are assigned through Expenses)

2. Generated based on information in the Report
   a. Report Key and approval status
   b. Report Totals
   c. Acknowledgement check box when the traveler owes money to UA

3. Requests
   a. Request attached to the Report
   b. Use the Add and Remove options to change as needed

![Requests Table]

![Available Requests Table]
Details

Drop-down menu providing access to multiple areas of the Report.
**Totals**

Provides amount breakdowns based on the Expense Types, Payment Types, and approved amounts specified in Expenses.

1. Report Total – Total amount of reported expenses
2. Less Personal Amount – Deductions from personal expenses including “Per Diem Offset Meal”
3. Amount Approved – Total approved as UA business expense
4. Amount Due Employee – Reimbursement UA owes to traveler
5. Amount Due [card name] – Amounts paid on the agency, travel, and/or Pro- cards
6. Total Paid by Company – Total cost of expenses paid by UA
7. Total Owed by Employee – Repayment traveler owes to UA

**Audit Trail**

Documents actions taken on a submitted Report including approvals and Concur generated emails. Actions are timestamped and labeled with the associated user’s name. Actions taken by delegates, proxies, etc. are recorded with that individual’s name.

The audit trail provides information helpful for troubleshooting especially status changes. For example, this audit trail provides a timestamp of the user’s recall of the Report.
Approval Flow

Documents the approval routing and user assigned to the approval step on a submitted Report. The Approval Flow and Approval Status also indicate the status of a Report. This information helps inform the user when troubleshooting.

Concur is programmed to apply most regulatory approval requirements to the 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 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 user’s profile in Concur

The final step for all Reports is approval by the Processor. The Report is not approved for payment until the Processor reviews and approves. The assigned Processor is determined by the traveler’s home campus as assigned in their Concur profile. Each Processor has access to all UA Reports, but works from a queue specific to their campus. (See Appendix F)
Comments

Documents comments entered in the Report Header. Comments are timestamped and labeled with the associated user’s name.

Cash Advances

View Cash Advances available or assigned to the Report. Cash Advances are only reconciled by assigning them to a Report. (See Expense: Travel Advance)

Allocations

Allocating expenses on the Report informs Concur (thereby Banner) to charge an additional funding source instead of the primary funding in the Header. This action is completed through Details>Allocations or by clicking Allocate on the individual expense. For ease of reference, the walkthrough for allocating on the Report is covered in detail under “Report Components: Expenses” and briefly under “Submit a Report: Travel Expenses.”
Travel Allowance

All Reports for completed trips should include a Travel Allowance. The Travel Allowance defines the traveler’s time in travel status, applies the MI&E allowance to their Report, 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 the first day of travel is based on the GSA listed rate for the city where the traveler lodged. The allowance for the last day is based on the rate for the last city the traveler lodged. (R05.02.060(11)(a))

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 the traveler was not in travel status.

1. The Travel Allowance is prompted when the user creates a Report
   a. Answering “Yes” to “Does this trip contain ‘Per Diem Meals’?” initiates the Travel Allowance
   b. If the Report is already created, assign a Travel Allowance from Details>Travel Allowance: New Itinerary

   ![Travel Allowances](image)

   - Does this trip contain “Per Diem Meals”?
     - Yes
     - No

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

**Note**: Including personal days in the Travel Allowance results in inaccurate calculations on 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 the Report
   a. Concur calculates the business location GSA rate and displays the daily allowable M&IE in Expenses & Adjustments
   b. Users 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

7. Access the Travel Allowance from the Details drop-down menu to Edit or Unassign the information:
   a. Only unsubmitted Reports are changeable
   b. Click Update Expenses on the Expenses & Adjustments tab to recalculate M&IE allowances
   c. The “Daily Per Diem” expense is not editable under Expenses
Troubleshoot

Problem: The Travel Allowance is alerting that the itinerary already exists.

Solution: The itinerary is already entered (usually from another Report) and listed under Travel Allowances: Available Itineraries. Assigning the existing itinerary will resolve the error alerts.

Under Available Itineraries, select the appropriate filter option from the drop-down menu. Select the itinerary, assign it to the Report, and edit if needed.
Receipts

This section includes information on attaching receipts to the Report, receipt requirements as informed by travel regulations and guidance, and receipt management options available through Concur.

Attach

Receipts are attachable to individual expenses or the Report as a whole. Any receipts attached at the expense level are viewable at the Report level. Users can attach receipts to the Report at any approval stage.

From Expense

1. Select the Expense and click Attach Receipt in the expense details window
2. Browse, upload, and attach from the active device or select and attach an image from the user's Available Receipts

3. Once attached, the receipt icon appears on the Expense

4. View the receipt by selecting the Expense and clicking the Receipt Image tab or by hovering over the receipt icon
5. Detach the receipt by clicking Detach From Entry
   a. Detaching moves the image to the user’s Available Receipts
   b. This action is only available before submitting the Report

Alternatively

1. Select the Expense and click Available Receipts

<table>
<thead>
<tr>
<th>Expense</th>
<th>Nightly Lodging Expenses</th>
<th>Available Receipts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Total Amount: $921.95</td>
</tr>
</tbody>
</table>

2. Select the receipt or upload a new image to Available Receipts

3. Click the green attach icon to attach the image to the selected Expense
From Receipts

1. Select “Attach Receipt Images” from the Receipts drop-down menu

<table>
<thead>
<tr>
<th>Receipts</th>
<th>Print / Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipts Required</td>
<td></td>
</tr>
<tr>
<td>Check Receipts</td>
<td></td>
</tr>
<tr>
<td><strong>Attach Receipt Images</strong></td>
<td></td>
</tr>
<tr>
<td>View Available Receipts</td>
<td></td>
</tr>
</tbody>
</table>

2. Concur alerts the user of any Expenses that still require a receipt attachment before Report submission

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lodging</td>
<td>07/20/2020</td>
<td>$921.95</td>
</tr>
<tr>
<td>Courtyards, Seattle, Washington</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Browse and upload the receipt from the active device

For best results, scan images in black & white with a resolution of 300 DPI or lower.

Click Browse and select a .png, .jpg, .jpeg, .pdf, .tif or .tiff file for upload. 5 MB limit per file.

Files Selected for uploading:

C:\fakepath\Mountains.jpg

4. View all attached receipts by selecting “View Receipts in new [or current] window”
Requirements

Actual, scanned, or photographed pictures of receipts are required for all travel expenses documented as a reimbursable expense. Individual expenses (except for air, lodging, and vehicle rental) less than $75 are reimbursable without a receipt in the event the receipt is lost, misplaced, or inadvertently not obtained. (R05.02.060(15)(j))

1. Receipts are required for all expenses except “Per Diem Offset Meal” and “Personal/Non Reimbursable,” even when the expense is paid on the travel card.

2. A receipt is defined as an itemized record (paper or digital) issued by the vendor on which the purchased goods or services are listed with the total amount paid and the prices for each.

3. While a charge on the travel card will provide information such as vendor name (in most cases) and total amount paid, receipts provide an itemization and description of the good/service purchased from the vendor by which the business need for the expense is validated. Generally, the itemization and description do not come through with the card charge.

4. Except for air, lodging, and vehicle rental, individual expenses less than $75 are reimbursable without a receipt. Users should comment on the expense if the receipt was lost, misplaced, or inadvertently not obtained. Otherwise, the Processor may request a copy of the missing receipt before approving the Report.

5. Original purchase receipts and a printout of “My Wallet” activity related to the purchase are required for all tickets purchased with an Alaska Air “My Wallet” credit. (Purchasing airfare directly from vendors who provide UA a discount is strongly discouraged and may require a business justification or result in reduced reimbursement.)

6. Receipts for “Actual Meal” expenses require itemization and cannot include alcohol purchases.

7. Duplicate receipts are obtainable from many national vendors. The traveler is responsible for obtaining and submitting the required receipts. (R05.02.060(3)(a)(7))

8. Rental Agreements are not sufficient receipts for a rental vehicle expense.

9. Credit card or bank statements showing support for out-of-pocket payment of an expense are not receipts, but they are accepted as backup to support reimbursement requests for unreceipted expenses. The traveler should carefully redact (black out) all personal financial information prior to uploading.

10. The Travel Administrator may make exceptions for receipt requirements in cases where the traveler is truly unable to obtain a receipt.

11. Foreign receipts require explanation by type of expense in English. Currency exchange rates are calculated by Concur.
Management

E-Receipts: Activate e-receipts and all air, lodging, and vehicle rental receipts from participating vendors are automatically uploaded in the user’s Available Expenses.

Mobile App: Use ExpenseIt in the SAP Concur app to take pictures of receipts and upload them to Available Expenses.

Scan: Scan images of receipts to a computer using a scanner and import from the device to the user’s Available Receipts.

Email: Forward emailed receipts to receipts@concur.com from an email address verified on the user’s account.

Hot Tip: If travelers prefer not to manage meal receipts, they can claim per diem for their trip and expense all meals paid on their travel card as “Per Diem Offset Meal.” They can use the Per Diem Reduction expense to reduce any remaining per diem not claimed for reimbursement.

Print/Email

Generates a printable summary report of the Report information including the account code assigned to each expense. The summary report is useful when an external entity requests documentation of a Report.

Expenses

This section covers adding, editing, itemizing, and allocating expenses to report actual trip costs paid by UA. Trip expenses paid by an external entity are not added to the Expenses list. Instead, the Header reports total monetary support provided by the external source and pertinent documentation (e.g. flight itinerary to support time in travel status) is attached to the Report under Receipts>Attach Receipt Images.

Note: Individual per diem is added through the Travel Allowance and not Expenses.

Add

Add expenses one of three ways

1. Assign one or more from Available Expenses by selecting desired expense(s) and choosing associated Report from Move drop-down menu
2. Click “+ New Expense” and select one from the list of Expense Types

3. Click “Import Expenses,” select one or more from the list of Available Expenses, and choose “To Current Report” from the Move drop-down menu
Once added, verify entry information:

1. Fields with a red bar are required and editable
2. Some Expense Types such as “Airline Fees” require a subcategory selection to better define the type of fee (use Expense Type “Booking Fees” for the CTM agent fees)
3. Business justifications or additional information for individual expenses is entered in the Comment field
4. Use the expense entry options to itemize, allocate, and attach receipts
**Edit**

**Single**

1. Select the expense to edit
2. Select the desired action
   a. Move the selected expense to another Report
   b. Delete the selected expense from the Report
   c. Copy the selected expense to the current Report
   d. Edit entry information in the Expense tab

![Expense table with options to move, delete, copy, or view expenses]

**Multiple**

1. Select the expenses to edit
2. Select the desired action on the right
   a. Delete the selected expenses
   b. Allocate the selected expenses
   c. Edit one or more [available] fields for the selected expenses

![Expense table with options to move, delete, copy, or view expenses]
Itemize

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 is lower in cost. The user creates an expense for the full amount and itemizes the expense, creating two itemizations: one for the business-only airfare cost and one for the additional personal cost.

Lodging

Concur prompts the user to itemize Expense Type “Lodging.” If not itemized, an Exception alert bars the user from Report submission.

1. Add the “Lodging” expense and click Itemize
2. The Nightly Lodging Expenses tab activates
   a. Use the calendar to select the check-in and check-out dates (number of nights auto-calculates)
   b. Enter the room rate, tax, 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 acceptable
      iii. Do not worry if the total cost does not divide evenly – individual itemization amounts are adjustable once Nightly Lodging Expenses is saved
3. Concur calculates and provides any remaining amount unaccounted for in the itemizations

   ![Image of Concur interface]

   a. Correct the costs in the Nightly Lodging Expenses tab or
   b. Add a one-time charge itemization(s)
4. “Child” expenses are itemized under the “parent” expense

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/24/2020</td>
<td>Per Diem Offset</td>
<td>$118.94</td>
<td>$0.00</td>
</tr>
<tr>
<td>10/24/2020</td>
<td>Lodging Fees</td>
<td>$3.11</td>
<td>$3.11</td>
</tr>
<tr>
<td>10/24/2020</td>
<td>Lodging</td>
<td>$140.00</td>
<td>$140.00</td>
</tr>
<tr>
<td>10/24/2020</td>
<td>Lodging Tax</td>
<td>$17.50</td>
<td>$17.50</td>
</tr>
<tr>
<td>10/23/2020</td>
<td>Lodging Fees</td>
<td>$3.10</td>
<td>$3.10</td>
</tr>
<tr>
<td>10/23/2020</td>
<td>Lodging</td>
<td>$140.00</td>
<td>$140.00</td>
</tr>
<tr>
<td>10/23/2020</td>
<td>Lodging Tax</td>
<td>$17.50</td>
<td>$17.50</td>
</tr>
</tbody>
</table>

**Note:** Transaction Date, Amount, Expense Type, and additional information are adjustable on the individual itemizations even on agency and travel card charges. See previous one-time itemization example. The Transaction Date was originally entered as 07/20/2020. Once saved, the date was corrected to 10/24/2020 to match the actual date of purchase.
All Else

1. Select the expense and choose Itemize

2. Choose the first Expense Type, fill in the associated information including amount assigned to that portion, and Save

3. Concur prompts user to enter additional itemization for remaining amount; repeat until no remaining amount

4. “Child” expenses are itemized under the “parent” expense

Hot Tip: Concur provides the remaining amount for ease of reference.
Allocate

Allocating expenses on the Report informs Concur (thereby Banner) to charge an additional funding source instead of the primary funding in the Header. This action is completed through Details>Allocations or by clicking Allocate on the individual expense.

1. Select one or more expense and click Allocate

2. If assigning the full cost of selected expense(s) to one funding source different from the primary funding on the Header, enter the funding information and Save

3. If assigning the cost of selected expense(s) to multiple funding sources, use Add New Allocation to enter split funding information and Save

4. Allocate By provides options to allocate based on percentage or amount
5. If needed, select additional expenses to allocate and click Allocate Selected Expenses

6. Click “Add to Favorites” to save the funding string for quick application to future allocations

7. Once added, the allocation is available in the Favorites list

8. Allocated expenses are indicated by the blue pie chart icon
**Attendees**

Some expenses require a list of attendees to document the individuals for whom the expense paid. This includes the “Group Lodging,” “Group Per Diem,” and “Representational Allowance” expenses.

1. Add the desired expense and fill in any required information

![Expense Entry Screen](image)

2. Under the Attendees field there are two options for adding attendees to the list
   a. Select “New Attendee” to manually add individual attendees one by one or
   ![Add Attendee Screen](image)
   b. Select “Advanced Search” or “Favorites” to open the Search Attendees screen (see below)
3. Once all attendees are added (including the user if their costs are included in the expense), click “Save” on the expense

4. Concur uses the values entered in the expense fields to calculate the per person amount for each attendee

5. Select one or more attendees to activate the options to “Remove” or “Create Group”
   a. “Remove” deletes the attendee from the expense
   b. “Create Group” creates and saves an attendee group to the user’s profile
Search Attendees

This screen provides five different ways to add existing attendees to the expense:

1. Use the “Search Attendees” tab to search for and select other users

![Search Attendees](image1)

2. Use the “Favorites” tab to select the user’s saved attendees (See Profile: Favorite Attendees)

![Search Attendees](image2)
3. Use the “Recently Used” tab to select attendees recently assigned to an expense on a Report including attendees not saved to the user’s profile

![Search Attendees]

4. Use the “Attendees Groups” tab to select groups saved on the user’s profile (selecting a group adds all those attendees to the expense)

![Attendees Groups]

5. Use the “My Team” tab to select peers and direct reports associated with the user according to information in their Concur profiles

![My Team]
Submit a Report

It is recommended to start the Report as soon as the “Expense” link is available on the Request. This helps the traveler manage their expenses on the go and deters outstanding card charge notifications. (See Concur: Email Notifications)

Travel Expenses

1. Click the “Expense” link under the Action column of the Request; use the View dropdown menu to change the filter if Request is not listed under Active Requests

Alternatively

1. Click “Create New Report” under Manage Expenses: Active Reports

   a. The user must manually attach the approved Request in the Header
   b. Once attached, the Header information auto-populates from that Request
2. Verify Header information from the Request is still accurate, make any corrections based on changes since original trip approval, and click Next.
3. Answer “Yes” to the per diem question if this is the first Report for a completed trip even if traveler is not claiming per diem reimbursement (the Travel Allowance documents time in travel status)

4. Enter the Travel Allowance based on the business-only itinerary and create individual per diem expenses if needed

5. Add UA pre-paid and out-of-pocket reimbursable Expenses from the trip
   a. Itemize expenses as needed (e.g. lodging)
   b. Allocate expenses as needed
6. Attach Receipts and other pertinent or required documentation
7. Verify all information is complete and correct then **Submit Report** (top right-hand corner)

8. Concur evaluates the Report according to audit rules defined by UA regulations and guidance
   a. If no Exceptions are present, the Report is submitted for approval
   b. If Exceptions are present
      i. The Report is not submitted, and Concur provides information on and recommended resolution for the Exceptions
      ii. Make the required corrections and click Submit Report again to re-evaluate the audit flags

9. Depending on the user’s email notification settings, the traveler and delegate receive an email notification of Report submission, return, and/or approval (See Concur: Email Notifications)
10. Once **Approved** for payment, the Report moves off the Active Reports list and is stored in the Report Library

**Troubleshoot**

Problem: Report contains audit flags. How do we get rid of them?

Solution: Concur provides explanation of and suggested resolutions for Yellow Warnings and Red Exceptions. Warnings do not require resolution before submission. Exceptions clear once the issue is resolved.

Problem: Report contains red audit flags after actions were taken to correct them.

Solution: Red Exception icons are triggered when the “Submit Report” button is clicked. After the item is corrected, these icons are re-evaluated and cleared by clicking “Submit Report” again.
Non-Travel Expenses

The only way to reconcile charges on the agency and travel cards is by processing them on a Report in Concur. If a cardholder accidentally uses their travel card for personal expenses or non-travel UA expenses (e.g. they used their travel card instead of their ProCard), they must assign them to and submit a Report.

1. Click “Create New Report” under Manage Expenses: Active Reports

2. Fill out the Header as accurately as possible
   a. Use the most appropriate Trip Purpose for non-travel UA expenses and “Other” for personal expenses
   b. Include a brief explanation regarding the accidental charge in the Trip Description and comments
   c. Set travel dates as date of earliest transaction
   d. Leave as default funding if personal expenses, change to appropriate funding source if non-travel UA expenses
3. Since no travel commenced, do not enter a Travel Allowance
4. Add the **Expenses** using the most appropriate Expense Type
   a. Personal expenses are always Expense Type “Personal/Non Reimbursable” even if a different Expense Type would apply if it were for UA business
   ![Accidental Card Charge](image1)
   b. Most non-travel UA expenses are represented; otherwise, use Expense Type “Miscellaneous”
   ![Accidental Card Charge](image2)
5. Attach **Receipts** as required
   a. Personal expenses do not require receipts, regardless of amount
   b. Non-travel UA expenses require receipts
6. Audit rule requires a Request for all Reports
   a. Reports with only “Personal/Non Reimbursable” expenses are auto exempt from the audit rule; Exception does not fire with submission
   b. Reports with any other Expense Type trigger an Exception; contact the Travel Administrator, Travel Auditor, or Company Admin to request exemption from the audit rule
7. Verify all information is complete and correct then Submit Report
   a. Personal Expenses – A payroll deduction is initiated
   b. Non-Travel UA Expenses – If Concur cannot apply the correct account code, the department must JV the expense to the correct account code after it posts in Banner

**Concur**
**Recall**

If the Report is not yet approved for payment, users can Recall it to make changes.

The Status changes to “Returned” with a timestamp of the Recall date.

Recalling and resubmitting routes the Report through the full Approval Flow even if some approvals were completed before recalling. Only Recall the Report if making changes. Users can attach receipts to the Report at any stage in the approval process without recalling it.

**Note:** This action is not available if the Report has a status of “Review in Progress” set by the Processor. Instead, the user should communicate with the Processor regarding additional information or changes needed for the Report. The user can still attach documents and receipts while in this status, and the Processor can make some changes on their end. It is not always necessary to Recall the Report. In fact, some Processors may prefer to not send it back where possible since doing so routes the Report through the Approval Flow again and moves it to the bottom of the Processor’s queue. (See Appendix F)

![Approval Flow for Report: EWF28 (11/18 - 11/20)](image)
Returned

An Approver may return the Report for required corrections, additional information, or unauthorized travel expenses. Most commonly, the Processor returns a Report for corrections they do not have the authorization or ability to make.

Depending on the user’s email notification settings, the traveler and delegate receive an email notification of a returned Report. The email contains any comments made by the approver regarding the reason for return. (See Concur: Email Notifications)

The Report changes to a status of “Returned” under Active Reports, and the comments are in the quick view. The comments are also added to the Header.

The user must make the necessary corrections, add requested information, or remove unauthorized travel expenses and resubmit the existing Report. Do not create and submit a new Report. We use the audit trail and comments history for tracking and reporting purposes.
**Approved**

Once the Report is fully approved in Concur, the reconciliation and reimbursement processes are managed in Banner. UA staff must use Banner to check the status of an issued reimbursement check and verify the correct funding is charged.

1. The Processor (travel auditor) at the traveler’s home campus approves the Report for payment (See Appendix F)
2. The Report is included in the nightly Concur extract which pulls the financial transactions from that day
3. UA computer program runs the next morning from the nightly extract
   a. Creates invoices in Banner to reimburse travelers from a general ledger due to/due from account (101010-0469)
   b. Creates JVs to post transactions to
      i. Department operating accounts – Records activity against the fund-org-account-activity code as assigned on the Report
      ii. Travel card general ledger account (101010-0611) – Records activity on the agency and travel cards
      iii. Money owed general ledger account (101010-0469) – Records money UA owes the traveler or money the traveler owes UA
      iv. Travel advance general ledger account (campus fund one-0256) – Records issued Cash Advances
   c. Exclude expenses with Payment Type “Prepaid by University” as reconciliation of these expenses happens through another accounting process
4. Amount owed UA is processed
   a. Total Owed by Employee is repaid to general ledger account 101010-0469
      i. Outstanding amount owed by an employee is collected via payroll deduction
         1. The amount owed is not deducted from payroll until the second pay period following Report approval
         2. While we cannot split the repayments, the delay provides additional time for employees to set aside funds to cover the deduction
      ii. Outstanding amount owed by a non-employee, traveler remits repayment via their campus Bursar’s Office
         1. Payment must deposit to 101010-0469 to clear the outstanding amount owed
         2. DO NOT have the traveler remit repayment to the trip’s funding or another general ledger
         3. If payment is remitted to funding other than the appropriate general ledger, the department must JV the amount to 101010-0469
Reimbursements

Reimbursement is made to the traveler within 15 days after receipt of a properly completed and approved Report. ([R05.02.060(15)(d)])

Reimbursement payments are issued either through direct deposit or a physical check. Alaska.edu account holders can (and should) enroll in direct deposit for travel reimbursements in UAOnline under the Finance tab. Enrollment in payroll direct deposit does not enroll an individual in travel direct deposit.

1. Direct deposits on travel payments generally take 2-3 business days to fully process through the banks (from the time payment is issued to the time the funds are available in the traveler's account)
   a. Cannot process a stop pay on direct deposit once it posts in Banner
   b. If the bank account is no longer active, Statewide must wait for the bank to decline the deposit before reissuing reimbursement
2. Physical checks are mailed from Statewide
   a. Checks are mailed to the most recent AP, HR, or MA address in Banner (whichever is newest), not the address in Concur
   b. Check issuance follows the Statewide check run schedule
   c. Departments must submit stop pay requests directly to Statewide

Wire Transfers

It is our understanding that banks in the EU, South Korea, and Japan will accept checks for deposit from UA. If a traveler is unable to deposit a UA issued check into their bank account, there are two alternative reimbursement options.

1. Have the traveler sign up for direct deposit in UAOnline using a US bank account (our finance system does not support direct deposit to foreign bank accounts)
2. Request a wire transfer of the reimbursement

If requesting a wire transfer

1. In the Report Header, the user includes a comment in bold letters requesting a wire transfer

   Entered By Karl Meurer: IMPORTANT! PLEASE BE AWARE THAT WE NEED TO WIRE TRANSFER THESE FUNDS TO DANIELA! I WILL BE SENDING BRITTANY HOCK THE OUTGOING WIRE TRANSFER FORM

2. Follow the traveler’s home campus’s process for requesting a wire transfer
   a. Fill out and submit the wire transfer form via fax to the appropriate office
   b. DO NOT attach to Concur a completed wire transfer form (the form contains sensitive banking information)
3. The Processor marks the Report to remain an open invoice after payment approval
4. The campus works with Statewide Cash Management to issue reimbursement via wire transfer

The wire transfer reimbursement process takes longer than standard reimbursements since there are extra moving parts involved. We can and should still offer this reimbursement method

Concur
to our international travelers. However, please set reasonable expectations with the traveler on when they should receive the monies.

**Payment to a Third-Party Vendor**

Rarely, the travel reimbursement check requires issuance to a vendor other than the traveler such as a native organization or another university.

Example: A guest traveler from the University of Calgary (UC) conducts business travel for UA. UC directly pays for the registration and lodging approved on the trip Request. Instead of sending the registration and lodging reimbursement to the traveler, they request UA directly reimburses UC for the expenses.

**Note:** The third-party vendor is an organization and not another individual. If an authorized individual other than the traveler needs payment, reimbursement is processed under that individual’s approved travel. Otherwise, the traveler is responsible for reimbursing the other individual.

The traveler and/or delegate must work with the traveler’s home campus to issue travel payments to a third-party vendor. The campus generally needs the following:

1. Information to create a vendor ID for the third-party if one does not already exist; in most cases, UA requires a W9 for the vendor
2. The financial contact for the vendor in the event there are issues with the reimbursement check (e.g. returned check)
3. Clarification from the vendor if they need any additional information with/on the check (e.g. funding source, Report summary, etc.)
4. Attached to the Report, direct communication from the traveler agreeing to the distribution of their travel reimbursement to the third-party

Once those steps are complete and the Report is ready for submission

1. In the Report Header, the user includes a comment in bold letters requesting payment to a different vendor
2. The Processor marks the Report to remain an open invoice after payment approval
3. Report is included in the nightly Concur extract and invoices created in Banner
4. Campus staff member with access to key invoices in Banner form FAAINVE completes the travel payment invoice by entering the third-party’s vendor ID
**Personal Travel**

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. (See Request: Personal Travel & Travel: Personal Travel)

Users must identify on the Report personal days taken in conjunction with UA business travel. For this reason, the Header includes a section for documenting the personal days. Remember to update the Header if personal time was added to or removed from the approved Request.

Expenses accrued during or because of personal days are not reimbursable. The Travel Allowance must reflect the business-only itinerary from the cost comparison/past fare quote to accurately calculate per diem allowances. Expenses paid on the agency or travel card must reflect the correct Expense Type. Out-of-pocket expenses must reflect only those incurred for the business purposes of the trip.

**Agency/Travel Card**

Personal expenses paid on the agency or travel card are deducted from the total reimbursable amount. If the personal expenses exceed the reimbursable amount, a payroll deduction is used to recoup the additional amount from employees. For non-employees, the traveler must directly reimburse UA. (See Submit a Report: Approved)

Personal expenses paid on the agency or travel card during travel are documented as Expense Type “Personal/Non Reimbursable,” even if a different Expense Type would apply if it were a business expense. If the expense is only partially personal, use the Itemize feature to separate the business from the personal portion.

Example of business + personal airfare when the business-only cost comparison is less:

Example of lodging that includes three nights of personal days:

1. Use the Nightly Lodging Expenses tab to enter the business-only expenses
   a. Use the business dates for Check-in and Check-out
b. Use the average rates of the business-only expenses

2. Calculate total amount of personal expenses and add a single “Personal/Non Reimbursable” itemization
Out-of-Pocket

The Report is used to document UA paid expenses. Personal expenses paid out-of-pocket are excluded from the Report unless the expense is only partially personal. In which case, only the business portion is documented or the Itemize feature is used to separate the business from personal portion.

Past Fare Quote

The business-only cost comparison provides the lowest logical cost for the business purpose and is used to determine the allowable reimbursable expenses on the Report including per diem. The cost comparison must come from the Concur booking tool as it applies our discounted rates.

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

Send an email to ua@travelemt.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 the traveler’s personal credit card if provided over the phone.
**Cancelled Travel**

The only way to reconcile charges on the agency or travel card is by processing them on a Report. This includes charges incurred from a cancelled trip.

When a trip is cancelled and there are no Available Expenses from the agency or travel card

1. No Report is needed  
2. Cancel the Request to clear it from the open Requests list

When a trip is cancelled and there are Available Expenses from the agency or travel card

1. Create and submit a Report to reconcile reimbursable expenses that did not result in a future credit  
   a. Includes fully/partially refunded expenses: original charge and corresponding refund  
   b. Includes agent/booking fees associated with the original booking or cancellation  
2. Cancel the Request to clear it from the open Requests list

**Credited Expense**

**Full Credit**

When a trip is cancelled, and a full credit is issued for airfare (i.e. unused ticket credit) or other expenses (e.g. registration for a postponed conference)

1. Create and submit a Report to reconcile non-credited expenses including any change/cancellation fees for airfare  
   a. Includes fully/partially refunded expenses: original charge and corresponding refund  
   b. Includes agent/booking fees associated with the original booking or cancellation  
2. Create but do not submit a “dummy ER” for the credited expense(s)  
   a. Postdate the Business Travel End Date in the Header to the month of credit expiration (or one month prior if the user wants email notifications as reminders to use the credit)  
   b. Assigning the expense to a Report prevents reminders from Concur for an unassigned card transaction  
   c. Postdating the Business Travel End Date delays reminders from Concur for an unsubmitted Report  
3. Once the credit is used, move the associated expense from the “dummy ER” (old trip) to the new Report (new trip)  
4. Delete the “dummy ER” if no longer needed  
5. Once the new trip ends, complete and submit the new Report
Partial Credit

When a trip is completed, but airfare changes/cancellations result in a partial unused ticket credit, the following steps are taken to reconcile the charges, but ONLY if the trip is paid on restricted funds:

1. Create a Report for the completed trip and include the airfare expense
2. Allocate the airfare expense
   a. The amount used for the completed trip is allocated to the trip’s restricted funding
   b. The amount received as an unused ticket credit is allocated to a department fund one

3. Once the partial credit is used, add any associated airfare expenses to the new trip’s Report
4. Itemize the airfare expense
   a. The credit amount is itemized to the department fund one as a negative charge
b. The full airfare cost (pre-credit) is itemized to the new trip’s restricted fund

![Image of airfare cost]

5. If the new trip is paid on the same department fund one to which it was previously allocated, no itemizations are needed, and the airfare is expensed as is

6. If the new trip did NOT result in additional airfare costs (i.e. the credit covered the full cost of the airfare), then the department must JV the airfare cost from the fund one to the new trip’s funding

**Expired Credit**

In the event the unused ticket credit expires, the outstanding expense is charged to an unrestricted fund:

1. Use the “Credit Card Aging” report to identify outstanding agency and travel card charges that require action
2. Cross reference with the “Unused Ticket Credit” report to identify expired ticket credits
3. Create from the associated Request (or use existing “dummy ER”) and submit a Report for the now sunk costs
   a. Change the Report Name to “Expired Unused Ticket Credit”
   b. Ensure funding in the Header is a department fund one
   c. Do not add a Travel Allowance since there is no travel status to document
**Travel Advance**

Since cash advances are available for other, non-travel purposes, the term “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.

An issued Cash Advance is only cleared in Concur by including it on a Report upon trip completion or cancellation. Travel advances are paid from a Statewide general ledger. They are not cleared from the general ledger until the Cash Advance is cleared in Concur. Travel advances are not cleared by only acting in Banner.

**Note:** Contact the Cash Advance Admin directly if the issued travel advance check is no longer needed and was not deposited/cashed. (See Appendix F)

**Reconciling a Travel Advance**

1. Users can view their Cash Advances on their Expense module dashboard – includes advances issued through Concur from an approved Request and cash withdrawals made on the travel card

2. Construct the Report with all expenses for the trip per usual
   a. Use Payment Type “Out of Pocket” for expenses paid using the travel advance
   b. Use Expense Type “Miscellaneous” for any banking/ATM fees associated with the advance

3. Under Details>Cash Advances: Available, select the applicable advance(s) and assign it to the Report
   a. If Report is started from “Expense” link on Request and the advance was issued from the Request, the Cash Advance automatically attaches to the Report
   b. A comment on the Report does not apply the Cash Advance
   c. Users cannot add a Cash Advance once the Report is submitted
d. View assigned advances under Details>Cash Advance: Assigned
4. Concur deducts the travel advance from the total reimbursable expenses

\[
\begin{array}{ll}
\text{Report Totals} & \\
\hline
\text{Expense Report} & \\
\text{Report Total} : & $1,593.15 \\
\text{Less Personal Amount :} & $288.15 \\
\text{Amount Claimed :} & $2,125.00 \\
\text{Amount Rejected :} & $0.00 \\
\hline
\end{array}
\]

\[
\begin{array}{ll}
\text{Company Disbursements} & \\
\text{Amount Due Employee :} & $235.00 \\
\text{Amount Due zNotUsed-IBC :} & $840.00 \\
\text{Cash Advance Utilized :} & $40.00 \\
\text{Total Paid By Company :} & $1,215.00 \\
\hline
\end{array}
\]

\[
\begin{array}{ll}
\text{Employee Disbursements} & \\
\text{Amount Owed Company :} & $0.00 \\
\text{Amount Owed Company Card zNotUsed-IBC :} & $288.15 \\
\text{Total Owed By Employee :} & $288.15 \\
\hline
\end{array}
\]

5. If the reimbursable expenses do not cover the full Cash Advance amount, use Expense Type “Cash Advance Return” to record the remaining amount

\[
\begin{array}{ll}
\text{Outstanding Advance} & \\
\text{Total Amount} & \\
\text{Total Requested} & \\
\hline
\text{$40.00$} & \\
\text{$1,228.15$} & \\
\text{$940.00$} & \\
\hline
\end{array}
\]

All Expense Types:

- 06. Cash Advance
  - Cash Advance Return
6. Submit Report

7. Once the Report is approved by the Processor, the Cash Advance is cleared in Concur and the amount credited to the travel advance general ledger in Banner.

8. If there is an outstanding amount owed for employees, it is collected via a payroll deduction.

9. If there is an outstanding amount owed for non-employees, the traveler remits repayment via their campus Bursar’s Office:
   a. Payment must deposit to 101010-0469 to clear the outstanding amount owed from the correct general ledger.
   b. Use a clear, concise description on the deposit form such as "Durga ER80366 Cash Advance”.
   c. DO NOT have the traveler remit repayment to the trip’s funding or another general ledger.
   d. If payment is remitted to funding other than the appropriate general ledger, the department must JV the amount to 101010-0469.

Troubleshoot

Problem: Report contains audit flags.

Solution: Concur provides explanation of and suggested resolutions for Yellow Warnings and Red Exceptions. Warnings do not require resolution before submission. Exceptions clear once the issue is resolved.

Problem: Report still contains red audit flags after actions were taken to correct them.

Solution: Red Exception icons are triggered when the “Submit Report” button is clicked. After the item is corrected, these icons are re-evaluated and cleared by clicking “Submit Report” again.

Problem: All trip expenses were not included on the original Report already approved for payment.

Solution: Create and submit an additional Report from the Request with a comment regarding why a second Report is submitted (to provide clarity to the Processor). Also, including the Report Key from the first Report allows for quick cross referencing. The second Report excludes a Travel Allowance since it was documented on the first.
Problem: Travel advance was not reconciled on the associated Report.
Solution: Create and submit an additional Report from the Request using Cash Advance
Return to document the outstanding advance. Traveler must repay any outstanding
amount owed.

Problem: The Travel Allowance is alerting that the itinerary already exists.
Solution: The itinerary is already entered (usually from another Report) and listed under
Travel Allowances: Available Itineraries. Assigning the existing itinerary will
resolve the error alerts.

Under Available Itineraries, select the appropriate filter option from the drop-down
menu. Select the itinerary, assign it to the Report, and edit if needed.
FAQ

Q: What Expense Type should we use for the CTM agent fees?

A: There is a “Booking Fees” expense created just for those agent fees charged by CTM. However, if the agent fee was incurred for a personal reason (past fare quote, personal changes, etc.), then use Expense Type “Personal/Non Reimbursable.”

Q: Are intermediate/layover points in travel not supposed to be recorded in the Travel Allowance?

A: It is all dependent on whether the traveler lodged at the intermediate location(s). The per diem allowance for the first day of travel is based on the GSA listed rate for the city where the traveler lodged. The allowance for the last day is based on the rate for the last city the traveler lodged.

If the traveler stopped and stayed the night at one or more intermediate location, then it is included in the Travel Allowance. The reason for the overnight stay at that location is also clearly documented on the Report. Otherwise, including extraneous layovers can result in inaccurate per diem calculations.

Q: At what point should we Close/Inactivate the Request associated with a Report?

A: After the Processor approves the Report for payment. Closing the Request before final approval can cause it to detach from the Report.

Q: Do we need to attach receipts for all travel expenses?

A: Yes, receipts are required for all business travel expenses except per diem.

Q: There are items in Available Expenses not relevant to any trips. What do we do with them?

A: If the information is just trip data and no longer needed, the user can delete it.

If the information is an accidental travel card charge or fully refunded charge, create and submit a Report to reconcile the charge.

Concur
Back Office Functions

This section provides a brief glimpse into what actions users with back office roles can perform. Back office roles include Cash Advance Admin, Processor, and User Admin. See Appendix F for a complete guide on these roles.

Contact the Cash Advance Admin if an issued travel advance check is no longer needed and was not deposited/cashed.

[Expense] Processor and Processor Audit 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.

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

Processors can

1. View all Report information including attachments (also an available function for Processor Audit)
2. Make some changes to the Report
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

The Processor is the final approval step, “Approved for Payment,” for all Reports.
Email Notifications

Concur offers multiple email notification options for Request, Travel, and Expense. Email notifications are utilized to alert users of different actions in Concur (e.g. Request approval, cancelled booking, new travel card charge, etc.). They are also used to remind travelers of their responsibility to manage UA paid expenses in a timely manner.

Note: Emails sent to users from Concur come from an @concur solutions email address such as autonotification@concursolutions.com. Emails sent from CTM come from ua@travelctm.com. UA recommends marking these email addresses as safe senders. Otherwise, the notification emails may filter to a spam folder.

Users and their delegates can control some Concur generated email notifications on their Profile. Email notifications for delegates are dependent on their own settings and the “Receives Emails” delegate permission. (See Profile: Manage Delegates)

1. System Settings

![Email Notifications](image)

2. Request Preferences

![Request Preferences](image)
3. Expenses Preferences

<table>
<thead>
<tr>
<th>Expense Preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
</tr>
</tbody>
</table>

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

**Send email when...**
- The status of a cash advance changes
- A cash advance is submitted for approval
- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval

**Prompt...**
- For an approver when an expense report is submitted

**Display...**
- Make the Single Day Itineraries page my default in the Travel Allowance wizard

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**Concur Generated**

These emails are set to autogenerate from Concur based on criteria defined by UA. The notifications come from EmailReminderService@concursolutions.com, include specific information regarding the item requiring action, and are not optional (i.e. users cannot opt out in their profile settings). The email may also include reference to applicable regulations.

These notifications are especially important since agency and travel card charges must post in Banner to reconcile expenses charged to the operating ledger. The only way to post these in Banner is through completion of a Report.

Delegates with the “Receives Emails” permission are cc’d on these notifications. After 45-90 days of inaction, the email escalates to the user’s Default Approver as assigned in Concur.

**Approved Requests without Reports**

**Trigger:** Based on the Business Travel End Date of an approved Request, starts 15 days after this date

**Email Verbiage:** You have <#> travel requests pending an expense report.

**Information Provided:** Start Date, Request Name, and Request Total

**Resolution:** Cease after either a Report associated with the Request is initiated or the Request is closed/inactivated or cancelled

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Concur
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

Unassigned Credit Card Transactions

Trigger: Agency or travel card charges not assigned to a Report 15 days after the transaction date

Email Verbiage: You have <#> outstanding credit card transactions that are <#> days old and have not been assigned to an expense report.

If the trip has not yet taken place but you have incurred charges for Airfare, Booking Fees, Car Rental, Lodging Advanced Deposit, and Registration expenses, please assign the card charge to an expense report and define the expense type to prevent additional emails or alerts for those transactions.

For all other expenses, please add the transactions to an expense report and submit the expense report for approval now.

Information Provided: Transaction Date, Vendor, Transaction Amount, and Posted Amount

Resolution: Cease after the expense is assigned to a Report

Unsubmitted Expense Report(s)

Trigger: Based on the Business Travel End Date in the Report Header, starts 15 days after this date

Email Verbiage: You have <#> expense report(s) <#> days past the end of your trip that has/have not been submitted for approval.

Information Provided: Submit Date, Report Name, and Report Total

Resolution: Cease after either Report is submitted, deleted, or postdated in the Report Header under Business Travel End Date
Taxable - Unsubmitted Expense Report(s)

Trigger: Based on the Business Travel End Date in the Report Header, starts 90 days after this date

Email Verbiage: You have <#> expense report(s) 90 days or more past the end of your trip that has/have not been submitted for approval. Out-of-Pocket expenses will be reported as taxable income, to comply with IRS accountable plan rules.

Information Provided: Submit Date, Report Name, and Report Total

Resolution: Cease after either Report is submitted, deleted, or postdated in the Report Header under Business Travel End Date

Admin Generated

These emails are manually created and sent by Statewide or the campus travel finance office. Delegates are cc’d in case the traveler needs assistance. After 45-90 days of inaction, the email escalates to the user’s assigned Default Approver in Concur and/or the expenditure authority for the associated trip’s funding.

The timeline, frequency, verbiage, and cc’d individuals may vary by campus.

Amount Due UA

Trigger: Non-employee is included in the 101010-0469 payroll deduction report. Report is pulled the Monday before payday (every two weeks)

Email Verbiage: Please see the below message regarding the <$amount> owed for <description of expense(s) that triggered payroll deduction>. We were not able to recoup this via payroll deduction since you are not/no longer an employee. Please remit a check to the Bursar’s office in the amount of <$amount> to be deposited to 101010-no org-0469 at your earliest convenience.

Please let your department know if you need assistance with this process.

(Forwarded email from Statewide) “<Campus> student/guest <Traveler’s Name> (<UA ID>) was on the payroll deduction report we ran this morning for the last 2 weeks. Their Report Key is <#> and the amount owed to UA is <$amount>. Please work with the department to ensure this is paid back to the 101010-0469 account.”

Information Provided: Report Key and amount owed

Resolution: Traveler remits repayment for the owed amount via their campus Bursar’s Office. Payment must deposit to 101010-0469 to clear the outstanding amount owed. If deposited to different funding (e.g. trip’s funding), the department must JV the amount to 101010-0469.
Outstanding Travel Advance for Request <ID>

Trigger: Based on Business Travel End Date of an issued travel advance, starts 30 days after this date

Email Verbiage: On <date>, our office issued a <$amount> travel advance for Request <ID>, "<Request Name>." Per the UA travel regulations, travel advances must be cleared 15 days after trip completion (R05.02.060(14)(h)). This advance is still outstanding and needs reconciliation through a completed expense report.

If this trip was cancelled, the advance return must be documented on the expense report using the Cash Advance Return expense type. For employees, this will trigger a payroll deduction to repay the outstanding advance. For non-employees, please work with your department to remit repayment to 101010-0469 via the Bursar's Office.

Information Provided: Travel advance amount, date issued, and associated Request ID and name

Resolution: Reconcile the travel advance in Concur via the associated Report; cannot reconcile travel advances outside of Concur

Unused Ticket Credit Reminder

Trigger: Based on credit expiration date, starts 30-90 days prior to expiration

Email Verbiage: This email is a courtesy reminder of your unused ticket credit that will expire in 30 days. You currently have a credit in the amount of <$amount> from airfare purchased on <date>. If you intend to apply this unused ticket credit to a trip prior to expiration, please book your trip as soon as possible and let us know.

If we do not receive a response, we may offer your ticket credit to a different department to apply to another person’s travel. If a use for this ticket credit is found, the associated credit card charge will be removed from your Concur “Available Expenses.” If there are fees for this transfer, those charges will appear instead and should be assigned to an expense report for reconciliation.

Please let us or your travel coordinator know if you have any questions.

Alternatively: This email is a courtesy reminder of your unused ticket credit that will expire in <60/90> days. You currently have a credit in the amount of <$amount> from airfare purchased on <date>. Attached is a one-sheet on using airfare credits.

Please let us know if you do not intend to use the credit before it expires. We may have the option to offer your ticket credit to a different department to apply to another person’s travel.

Please let us or your travel coordinator know if you have any questions.
Information Provided: Ticket amount and original purchase date; may also include attached instructions for using ticket credits

Resolution: No action needed unless traveler intends to use the credit before expiration. In which case, respond to email indicating planned use.

Expired Ticket Credit

Trigger: Only sent for assumed expired credits with an outstanding airfare card charge

Email Verbiage: This email is to notify you that you have an expired ticket credit in the amount of <$amount> for a ticket purchased on <date> using the Concur travel system. Unfortunately, now that this unused ticket has expired and the value is lost, the associated credit card charge should no longer be held in Concur. In most cases, lost ticket credits should be assigned to an unrestricted funding source. Please submit an expense report to reconcile this expense at your earliest convenience.

If this credit was used towards another trip, please reconcile the outstanding airfare charge on an expense report associated with that trip.

Please let us or your travel coordinator know if you have any questions.

Information Provided: Ticket amount and original purchase date

Resolution: Reconcile the expense on a Report associated with the cancelled or completed trip
Mobile Tools

Tools for the on-the-go travelers and approvers to manage travel and expenses on a mobile device. Unfortunately, delegates cannot manage travel, expenses, or approvals for other users through the mobile apps.

Use the Concur App Center module to link available apps with the user’s Concur account.

SAP Concur App

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 manual. Instead, users 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.
Mobile App Setup

1. Download SAP Concur Travel app through the mobile device app store
2. Access mobile login options through the Concur desktop
   a. View Profile Settings>Concur Mobile Registration
   b. Setup the UA SSO login option by entering the company code in the mobile app or
   c. Setup the CTE Login by assigning a PIN

TripIt Pro

The following are functions included in TripIt Pro:

1. Keep all travel plans in one place
2. Selectively share travel plans
3. Receive real-time flight alerts
4. Find out when a better seat is available
5. Manage travel reward program points in one spot

Mobile App Setup

1. Download and activate the SAP Concur mobile app
2. Visit the App Center in the Concur desktop
   a. Select the TripIt app option
   b. Connect the TripIt app to link it to the user’s Concur account
3. Download the TripIt app to access the free Pro subscription
4. Login with the CTE Login and password created when connecting TripIt through the App Center
UA Travel Regulations (R05.02.060)

The Board of Regents regulatory guidelines are generated by University of Alaska (UA) leadership including our legal counsel, the UA CFO, the UA President, and campus chancellors. These are carefully written rules that reflect UA policies and procedures, the State of Alaska laws and statutes, the Federal Uniform Guidance for travel expenses on federal funds, and the IRS rules for employee reimbursements. We make every effort to apply these regulations evenly and consistently while remaining empathetic to the inconveniences and challenges of modern travel and the unique experiences and viewpoints of our travelers.

An official copy of these regulations is published on the UA Board of Regents and UA Travel websites. The Regulations and Guidance section of the UA Travel website also provides guidance and scenarios for most portions.

1. Purpose

These regulations provide detailed requirements and guidelines for implementation of Board of Regents’ Policy, the Internal Revenue Code, State law and Federal Uniform Guidance (2 CFR 200) related to travel.

Failure to comply with these regulations by administrators, supervisors or travelers may result in the recipient being subject to income tax on travel reimbursements, billings and cost allocations being disallowed for direct and indirect cost purposes, and/or the university being subject to fines and penalties for failure to withhold taxes or properly account for travel costs.

2. Summary and Scope

These regulations apply to all travelers including university employees when traveling on university business, non-employees, regents, students, advisory council members, volunteers, employee recruits, and affiliates who have proper authorization to travel at the university’s expense.

These regulations apply to travel outside the work station, as well as travel that occurs within the same locale as the work station, residence, or school.

Departments, units, or colleges may have more restrictions than are required by these regulations.

All expenses should be necessary, prudent, and as economical as possible. Economical means the lowest-price fare/cost within the bounds of the most efficient mode. An efficient mode is normally the most direct route that takes into consideration the business need, the traveler’s time away from his/her work station, and safety. Throughout these regulations, this is referred to as the lowest logical cost.

If these regulations conflict with an applicable collective bargaining agreement, the provisions of the bargaining unit agreement shall take precedence over this regulation.
Procedures identified in this regulation may be modified to conform to conditions and stipulations in specific grants, contracts, and agreements negotiated with other entities as long as the university’s liability and insurance are not impacted by those changes. A copy of the document or relevant sections of the document, which authorize such modifications, must be attached to the affected expense reports.

3. Roles and Responsibilities

a. Traveler
   (1) Responsible for complying with department and university policies and regulations, and for exercising good stewardship of university funds.
   (2) Obtain prior authorization for travel.
   (3) Select the lowest-price fare/cost within the bounds of the most efficient mode.
   (4) Pay costs and any additional expenses incurred for personal preference or convenience.
   (5) Verify that all travel arrangements are confirmed prior to departure.
   (6) Notify appropriate contact when there are changes/cancellations or if requesting refunds.
   (7) Obtain all proper documentation for each expense.
   (8) Ensure reimbursement is prepared and submitted with appropriate receipts in a timely manner.

b. Travel coordinator (arranger or delegate) - An individual other than the traveler who prepares travel documents on behalf of a traveler and assists with travel reservations and payment of expenses.
   (1) Understand travel regulations and provide guidance to traveler.
   (2) Prepare and/or ensure supporting documentation substantiates business purpose.
   (3) Aware of fiscal procedures and the accounting manual.
   (4) Should not arrange travel that is not related to business.

c. Authorized travel approver (or approving official) – An individual who is authorized to approve travel and time away from work station. May also be the individual authorized to expend funds.
   (1) Verify expense is charged to the proper accounts.
   (2) Ensure validity of business need for travel.
   (3) Responsible for approving ‘audit flags’ in the travel and expense management system. Examples are high dollar amount, missing fields, policy violations.

d. Travel auditor (central finance office function) – The individual responsible for reviewing expense reports for compliance with travel regulation and procedures.
   (1) Authority to allow, reduce, or disallow reimbursements per these regulations.

e. Travel administrator – The individual designated by the chief financial officer of each university and statewide as the individual responsible for administration of the travel policies and procedures for each major administrative unit.
   (1) Circumstances not addressed in these travel regulations are reviewed by the travel administrator for a final determination.
4. Approvals

a. Requiring appropriate levels of approval are important to help safeguard against unnecessary travel and/or unreasonable costs.

b. Each traveler, except for those individuals specifically authorized by the university president or the appropriate chancellor, must have approval by an authorized travel approver prior to commitment of university funds. An authorized approver is generally the supervisor but will be the researcher or principal investigator in the case of grant funding.

c. All international travel must be approved by the supervisor, including international travel of those otherwise authorized to approve his/her own travel.

d. The chair of the Board of Regents shall approve regent travel, except for board meetings or commencement activities, which need no pre-approval.

5. Travel Status

a. A traveler is considered in travel status from the time the traveler leaves a work station/residence to when the traveler returns to from his/her work station (during work hours) or residence (outside of work hours).

b. A traveler’s work station is the community where the traveler spends the major portion of working time, or the place to which the traveler normally returns upon completion of assignments.

c. A traveler’s residence is the community within a 50-mile radius of where the traveler maintains a dwelling. If a traveler maintains more than one residence, the residence most clearly related to the traveler’s work station will be considered the traveler’s principal residence.

d. A traveler is not in travel status for local travel within a 50-mile driving radius of his/her residence or work station. A mileage reimbursement form may be used to reimburse local transportation costs when the criteria for travel status are not met. However, the mileage representing the regular commuting mileage from personal residence may not be reimbursed.

e. Travel status sets the time frame of business travel for per diem, compensation, allowable business expense and insurance.

f. Travel Status should be for the minimum amount of time required to conduct university business.

g. A traveler may travel the day prior to business if the only available scheduled flights depart prior to 7:00 a.m. and a traveler may stay an extra night after business concludes if the only available scheduled flights arrive after 10:00 p.m.

h. A rest period of 24 hours or less is allowable, at either an intermediate point or at the traveler’s destination, if the scheduled business transit time exceeds 14 hours. When a rest stop is authorized the applicable per diem rate is the rate for the rest stop location.

i. If the traveler is on leave and is required to travel for university business, the leave location is considered the home/work station for the purpose of establishing travel status. This does not require a comparison itinerary.

j. If travel status is expected to be longer than one year, for stay in one location, it is considered a change in duty location and not university business travel.
6. Travel Request

a. The traveler or traveler's delegate is required to submit a travel request for approval by the authorized approver. If the request is submitted after the trip took place a justification needs to be provided. If the traveler is also the expenditure authority the request must be submitted to his/her supervisor for approval, unless the traveler is authorized to approve his/her own travel.

b. The traveler shall use the travel and expense management system to submit the travel request and make reservations to realize university negotiated benefits/discounts, provide an electronic record, and expedite reimbursement.

c. Required elements of the travel request include:

   1. Time required for business travel;
   2. Estimated business expenses (e.g., lodging, transportation, meals);
   3. Funding source;
   4. Business purpose – include the work that will be completed and why it needs to be completed;
   5. Destination(s);
   6. Appropriate approvals - as defined in roles and responsibilities;
   7. Advance details – if applicable;
   8. Personal time – if applicable;
   9. Ethics due diligence;
   10. Export control compliance - if applicable.

d. Completing a travel request does not enroll an individual in any additional University of Alaska insurance coverage.

e. Travel that is paid partially or wholly by third parties should follow the same approval and request process as university-paid travel. All applicable travel regulations apply.

7. Non-reimbursable Travel Expenses

a. Non-reimbursable travel is defined as personal, unallowable, or other expenses not subject to reimbursement such as those described below:

   1. Travel accident insurance coverage for UA employees or UA Regents;
   2. Vehicle repairs, towing services, lubrication, tire replacement, etc. for privately-owned vehicles;
   3. Child care or baby-sitting fees;
   4. Expenses for pets;
   5. Fines or penalties for parking or other violations, whether in a personal vehicle or in a rented vehicle;
   6. Laundry and dry cleaning, except when travel is in excess of four days;
   7. Lodging and meal expenses (including the incremental cost of additional lodging or room charges) for family members, travel companions and others not on authorized university business;
   8. Frequent flyer mileage charges associated with rental car or hotel participation;
   9. Valet parking, unless this is the only viable parking option;
   10. Alcohol, unless part of a representational entertainment expense reimbursed with a non-public funding source (such as UA Foundation funds);
   11. Membership fees for airline board rooms, lounges, clubs, and similar arrangements.
8. Personal Travel

a. When a traveler extends his/her stay at the university business destination(s) for personal reasons, it is a personal deviation with an extended stay. This can be booked through the online booking tool.
   (1) If adding personal time costs more than the comparison for the business timeframe, the additional cost will be first offset from any reimbursable expenses and the remaining amount will be paid back through payroll deduction.

b. When a traveler goes to an additional destination outside of the university business routing or destination(s), it is considered a personal deviation with a routing change. The business portion of the trip is booked either through the booking tool (preferred) or by contacting the travel management company. The personal portion is then booked separately by the traveler. Fees incurred for personal travel are not reimbursable.

c. Personal travel that is not associated with a business trip should not be booked through the online booking tool or arranged by university personnel.

d. Any extra expenses resulting from travel that differs from the established business cost comparison will be borne by the traveler. Reimbursement will be based only on such charges as would have been incurred or reimbursed for traveling by the lowest logical cost for business purposes.

e. When personal travel via airlines is being mixed with business travel, a cost comparison itinerary showing the lowest logical cost for the business purpose must be completed at the time the travel is requested through the booking tool.
   (1) If there are delays in the approval process, new supporting documentation can be generated. The comparison must be attached to the travel expense report included in the travel supporting documentation.
   (2) If a cost comparison is not secured before travel, the traveler will work with the travel management company to obtain a business comparison. The cost of this service will be borne by the traveler.

f. Personal days must be identified on the travel request, and properly reported as leave, if appropriate.

g. Any additional time away from work that may be required for indirect travel, or travel that is not the lowest logical cost, shall be charged to annual leave or leave without pay, unless it results in an overall savings to the university.

h. If personal expenses are incurred in excess of authorized business expenses and paid by the university, reimbursement to the university will be offset first from the reimbursable expenses and then from payroll deduction.
9. Non-university Travelers

a. Family members or companions are not authorized to accompany university employees on business trips at the university’s expense. The university shall have no liability for family members or others who accompany authorized travelers on local or non-local travel.

b. Employee candidate spousal travel for recruitment purposes. As a general rule, the university does not pay for expenses incurred by a spouse on a recruiting visit. If the department believes that the spouse’s expenses should be paid for by the university, documentation must demonstrate that doing so would be in the best business interest of the university. The need for spousal travel must be clearly identified on the travel request, and such travel request must be approved by the hiring authority. In these rare cases, spouses may be reimbursed for transportation costs only, by the most cost-effective mode of travel.

10. Transportation

a. General
   (1) Transportation is the means by which a traveler gets from one location to another. It can include expenses for commercial air carriers, vehicle mileage allowance, taxi/bus/ferry/rail, and other essential transportation while conducting university business.
   (2) Airfare should be purchased through the booking tool.
   (3) Business justification will be required if the lowest logical rate is not utilized.
   (4) See Risk Management section for details about insurance coverage when using a rental car or other modes of transportation.

b. Air Travel
   (1) Scheduled commercial air carriers shall be utilized for long distance individual travel, unless there is a compelling reason for use of another mode of travel, such as medical necessity, less costly charter flights, or inadequate time schedules. When federal funding is being used for international travel, see below in item d. International Travel and Fly America Act.
   (2) The university requires that airfare for approved travel be purchased at least 14 days in advance of travel, unless there are extenuating circumstances. Booking under 14 days requires supervisor approval.
   (3) Personally-owned discounts, frequent flyer benefits, or no cost tickets (i.e., rewards/miles/credits) are reimbursed at the traveler’s actual incurred expense, but the value of miles redeemed or value of a no cost ticket is not reimbursable.
   (4) Ticket cancellation insurance may be reimbursed when substantiated with a business need.
   (5) The university will only reimburse for coach class tickets. Any additional cost for business or first class airline tickets must be paid by the traveler, unless deemed an ADA accommodation.
   (6) Fees associated with Global Entry, TSA Pre Check and priority boarding are not reimbursable.
   (7) Use of chartered flights may be permissible for official university business, when no scheduled commercial flight is available to meet the travel requirements. The chartered flight/carrier must maintain a valid Air Taxi Certificate and
demonstrate the minimum required insurance for Aircraft Charter as outlined on the System Office of Risk Services webpage. Prior to commencing the charter flight, an approval is required by the purchasing officer and a certificate of insurance must be furnished to the university campus risk management.

a. Baggage charges paid or reimbursed by the university shall be limited to personal and university baggage necessary to carry out university business.

c. Credits/Discount Fare Savings/Reimbursement

(1) When an airline ticket is unused, a credit/refund shall be requested directly from the carrier, travel agency, or other vendor.

(2) If no refund is available, unused tickets should be retained for subsequent university travel or sold to the employee at actual cost.

(3) Travelers are not entitled to any savings resulting from the use of lower fare credits/discount fares/credit vouchers.

(4) No employee or official may accept any gratuity resulting from, or based on, university travel, unless such gratuity is received for the exclusive benefit of the university or is nominal in value (less than $25). Acceptance of such gifts from an airline, travel agency, or other vendor is governed by Regents’ Policy and related regulations regarding conflict of interest, ethics, and ethics violations.

(5) Canceled and changed reservations

a. The traveler is responsible to verify flight arrangements and ensure all bookings are correct.

b. Change fees and difference in fare must be substantiated with a business need.

c. The university will not be responsible for additional costs due to the traveler’s negligence.

d. Cancellation and change fees for family emergencies and factors outside traveler’s control may be reimbursed, at the department’s discretion.

d. International Travel and Fly America Act

(1) All international travel (travel outside the 50 states, the District of Columbia and the territories and possessions of the United States), including travel of those individuals normally exempt from the requirement of supervisory approval, must be approved by the traveler's supervisor.

(2) Federally funded travel must comply with 49 U.S.C. 40118, commonly referred to as the “Fly America Act”, to use U.S. flag air carrier service for all air travel. The requirements are further described in 41 CFR301-10.131 – 10.143. Use of a foreign air carrier for federally funded travel requires specific documentation and approval by the travel administrator (contact your university travel administrator for specific requirements). The university supports the Fly America Act by requiring all travelers using federal funding to be on an American air carrier into and out of the United States regardless of cost and/or travel times. In cases where there are no direct flights by an American carrier, travelers must fly to a gateway city for connecting flights to his/her final destination. The university supports the use of American carriers on all legs of the trip where American carriers are available. Amendments to, or agreements with, the “Fly America Act”, such as the “Open Skies Agreements”, will be followed.
e. Vehicle Rentals
   (1) Automobile rental for employees on authorized university business may be utilized when such use is in the best interest of the university.
   (2) The traveler must obtain lowest logical rate offered to university or government agencies for the type of vehicle necessary to meet the business needs of the traveler.
   (3) Reasonable rental charges up to a full-size car is allowable. Cars larger than full size and any other vehicle type requires business justification. It is permissible to rent a car larger than full size provided there is documentation to support that the cost is not more than a full size.
   (4) Where available, university employees are expected to secure rentals from a university negotiated vendor, which provides liability and physical damage insurance at no additional cost.
   (5) The rental of motorcycles for university business is not permitted.
   (6) University negotiated vendor contract rates cannot be used for personal travel.
   (7) The university provides liability and physical damage coverage for rental vehicles only when the vehicle is being used by an authorized employee while acting in the course and scope of the employee’s official duties. Any other use will be considered personal.
   (8) With respect to personal use, it is incumbent upon employees to ensure that his/her personal auto insurance will cover his/her personal use, purchase the insurance product offered by the rental company (at his/her own expense), or personally pay for any claims for damage or injury arising from personal use.
   (9) Insurance purchased for rental of passenger vans with seating capacity greater than 12 or other unusually high value (greater than $75,000) vehicles is allowable.
   (10) Vehicle insurance should always be purchased for rentals by university employees in foreign countries (except for Canada), US territories and possessions.
   (11) If a rental vehicle will be used for both business and personal use, the traveler's reimbursement request should be adjusted for any incremental personal costs related to the extended term of the contract, mileage driven, insurance, or fuel charges incurred.
   (12) Motor vehicles for guests or non-employees must not be rented in the name of the University of Alaska with a university charge card, purchase order, or other means. If payment or reimbursement of such costs is authorized, such payment should be covered as an after the fact reimbursement or based on an agreed upon or quoted cost, up front. In this case, insurance coverage purchased from the car rental agency is reimbursable.
   (13) Motor vehicle rental agencies are not allowed to be named as an insured party or additional insured party under the university’s insurance and self-insurance plan. University employees and agents are not authorized to enter into an agreement that would make a rental agency, related entities, or others named or additional insured under the university’s insurance or self-insurance programs.
(14) Any certificate or statement required by a motor vehicle rental agency that adds them as an insured or additional insured is unauthorized and of no legal force or effect with respect to the University of Alaska and its insurance or self-insurance programs.

f. Other Modes of Transportation
   (1) University or privately-owned mode of transportation such as auto, snowmobile, ATV, boat, and aircraft may be used if the use is in the best interest of the university.
   (2) Shuttle (bus or rapid transit or hotel transportation) services should be used whenever practical and time permits such use.
   (3) Parking, toll charges, ferry fees, bridge road and tunnel fees, aircraft parking, landing and tie down fees and docking and mooring fees are allowable transportation expenses.
   (4) Tips allowable up to 20 percent.
   (5) Reimbursement for vehicle transportation expense shall be limited to the lowest logical cost of commercial airfare or the standard vehicle mileage rate allowable for IRS purposes. When mileage rates are claimed, they cover all the traveler transportation costs. Fuel costs are not to be claimed in addition to the standard mileage rate. Supporting backup when claiming mileage rate requires odometer readings or an online mileage calculation (such as MapQuest or Google maps).
   (6) When there is a business need for driving, reimbursement for mileage is allowed. Any extra expenses resulting from travel by an indirect route for the traveler’s personal convenience will be borne by the traveler, and reimbursement will be based only on such charges as would have been incurred or reimbursed for traveling by the most direct route or efficient mode for business purposes (see item 8. Personal Travel for more detail).
   (7) Acquisition of non-conventional transportation services, including but not limited to plane or vessel charter and use of personal boats or aircraft, shall be approved by the procurement office and risk management in advance.
   (8) Mileage reimbursement for private aircraft will be allowed at the General Services Administration or the dry rate. Mileage calculations need to be supported by the flight log or GPS readings.
11. Meals and Incidental Expenses (M&IE)

a. M&IE Rate

(1) The M&IE allowance is the daily rate allocated to the traveler to cover the cost of meals and incidental expenses.

(2) The M&IE reimbursement rates for travel shall be the rate authorized for payment by the federal government in the locality in which the traveler spends the night. If the location is not listed on the federal list, the traveler must use the rate for “other” as the amount for the M&IE claim.

(3) For same-day travel greater than 12 hours, the per diem rate for the destination location shall be used. The M&IE allowance will not be paid when travel status is less than 12 hours.

(4) The M&IE allowance is 75 percent of the meals rate for the first day based on government listed rate for the city where traveler lodges, and 75 percent of meals rate for the last day, based on the government listed rate for the last city traveler lodged.

(5) When a trip includes more than one university business stop and the cities involved have different per diem rates, the per diem rate for each calendar day (beginning at 12:01 a.m.) is determined by the location where the lodging is obtained for that night.

(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. The specific Alaska locations the university president has set for the M&IE rate will be set in the travel system, including the value of breakfast, lunch, and dinner. Other locations will follow federal guidance.

(7) The signature of the traveler certifies the facts on the expense report and is sufficient to process the claim for payment. The M&IE deduction breakdown will be calculated automatically by the travel system and is available on the university travel website.

(8) Representational expenses incurred while on travel status are reimbursable via the travel system. A proportional reduction in the traveler’s meal allowance is included on the expense report.

(9) M&IE allowances shall not exceed the maximum M&IE rate authorized to be paid for the place of final destination, regardless of start of transit time, and cannot exceed a 24 hour day, regardless of time zones or elapsed transit time.

(10) Incidental expenses include fees, gratuities, and tips for services of cleaning staff, wait staff, baggage handlers, baggage carts, etc. Current rates are available from the university travel website.

(11) Reimbursements at the lower of actual cost or per diem for meals and incidental expenses may be required only if the traveler is informed of the requirement in advance of the travel.

(12) Per diem or reimbursement allowances may be paid for periods of interruption or extension of travel incurred for the benefit of the university or circumstances beyond the control of the traveler.
(13) The per diem rate shall be the same for Anchorage, Fairbanks, and Juneau and the surrounding communities within a 50-mile radius. This rate is set by the university president and will be posted on the university travel website. Alaska locations specifically identified in the federal per diem tables, other than Anchorage, Fairbanks, and Juneau and the surrounding communities, use the allowable federal per diem rate for that location.

b. Long-term M&IE Rate
   (1) When expected to be in travel status in a single location for more than 30 days, the long term per diem rate applies. The long-term per diem rate is calculated at 70 percent of the short-term per diem rate and applies on the 31st day forward. When staying more than 30 days a traveler can find less expensive accommodations than regular hotel rates, cook his/her own meals, and have limited incidental costs.
   (2) A long-term per diem allowance equal to 70 percent of the short-term meal and incidental allowance rounded up to the nearest dollar (or other rate as approved by the travel administrator) shall be utilized when the circumstances of travel are such that the traveler can reasonably be expected to incur expenses comparable to those arising from the use of establishments catering to the longer-term visitor.

c. Meals for Group Travel
   (1) One person is responsible for the meals and incidentals for a group.
   (2) Reimbursement to the responsible person will be at actual cost or at an authorized M&IE rate.
   (3) Supporting documentation such as a statement from group members is required.
   (4) When group members are advanced cash by the responsible person in order to pay for his/her own meals, individual receipts are not required; however, the responsible person is required to submit a list of names identifying the amount provided to each group member and individually signed by each member as backup documentation for such cash disbursements.

d. Lodging
   (1) Lodging expense is the cost incurred for an overnight stay while in travel status.
   (2) Reimbursement of lodging expenses is at actual cost.
   (3) The individual with expenditure authority has the responsibility to determine the most appropriate and cost-effective rates considering federal lodging allowances and the business need.
   (4) Reimbursement of actual costs for lodging in excess of 1.5 times the federal lodging allowance rate requires a business substantiation.

e. Non-commercial Lodging Allowance Rate
   (1) A non-commercial allowance equal to 15 percent of the short-term federal lodging allowance rounded up to the nearest dollar may be utilized when the circumstances of travel are such that the traveler can reasonably be expected to incur expenses comparable to those arising from the use of non-commercial subsistence facilities such as field camping, state camps, university facilities, staying with friends or relatives, or other accommodations, and the rate reasonably approximates the cost of obtaining the service. Non-commercial lodging can be reimbursed at the actual cost incurred when a receipt is provided.
f. Travel Delays Beyond Traveler’s Control
   (1) If an airline or other carrier assumes the cost of lodging or meals due to over-flying a destination or other travel delays beyond the control of the traveler, the traveler may be reimbursed for necessary costs over and above those paid by the airline, provided the per diem allowances or expense reimbursements are adjusted accordingly.

12. Other Expenses
   a. Phone Charges and Internet Connection Fees
      (1) Phone calls and internet connection fees for business are reimbursable.
      (2) International data fees on personal cell phones are reimbursable when incurred for business purposes.
   b. Supplies and Miscellaneous Special clothing, camping gear, tools, and other supplies and miscellaneous expenses required to accomplish the travel objective are allowable expenses.
   c. Wages Paid During Travel
      (1) For non-exempt employees, if the travel takes place during the employee’s normal work hours (even if the travel occurs on the employee’s normal day off), the employee is eligible for payment of wages for the travel time during normal work hours (not to exceed eight hours). Compensated travel time shall be considered “worked time” for purposes of calculating overtime pay.
      (2) For faculty, exempt and executive employees, regardless of when travel takes place, the employee shall receive his or her normal pay. There shall be no payment or compensatory time provided for travel on weekends or other non-work periods.

13. Commercial Travel Card Program
   a. Airfare should be purchased through the booking tool using a university ghost card.
   b. Travelers should use university-paid corporate cards issued in the traveler’s name to incur travel expenses.
14. Travel Advances

a. Cash advances should be only approved in special circumstances and when absolutely necessary. Other methods of payment should be utilized when possible.
b. Advances for individual or group travel may be issued to the traveler, at the discretion of the travel administrator, if the anticipated reimbursable expenses exceed $100.
c. Advances allowed when necessary but shall not exceed estimated expenses.
d. As a general rule, travelers should use the corporate travel card to pay for lodging, meals, transportation and incidentals. If a cash advance is necessary, the corporate travel card may be used for cash advances. Cash advances in the form of a university-issued check are strongly discouraged and only available as a last resort.
e. Advances secured through corporate travel cards shall not exceed $1,200 per month and/or $300 a day without approval of the university card administrator.
f. Advances must be submitted or approved by the traveler and follow the request approval process.
g. Advances shall not be disbursed any earlier than necessary for the business need.
h. Unused advance funds must be repaid to the proper advance account within 15 days of trip completion.
i. Uncleared advances may be deducted from an employee’s pay, or from subsequent expense report if submitted within 3 months, if an expense report is not submitted or amounts due to the university on an expense report are not paid.
j. Advances will not be given to traveler that has over $2,500 of advances that have not been accounted for on an expense report.
k. Advances may be issued to non-university employees if approved by the travel Administrator.
15. **Travel Expense Reimbursement Process**

a. The travel expense report is the official document used by the traveler and the department to approve actual travel costs and travel dates associated with an authorized trip.

b. Travel expenses shall be reimbursed upon completion of a travel expense report that is submitted by the individual requesting reimbursement. If the travel is over 10 percent and exceeds $200 of the original request or if the funding source changes from the original request, the expense report must be approved by the individual with authority to expend the funds. If the traveler is the expenditure authority, supervisor approval is required.

c. A travel expense report is required for all travel conducted under a travel request form, including travel for which all expenses are paid directly by the university.

d. The travel expense report should be submitted to the campus business or travel office within 15 business days of completion of a trip.

e. Personal travel routing and leave time during the period of travel must be clearly noted on the expense report and a cost comparison itinerary showing the most direct routes and/or efficient modes for the basis of reimbursement must be attached to the travel request or expense report. Documentation must be attached showing no added cost to the university resulting from indirect routing.

f. Expenses accrued while on personal travel are not reimbursable. For more detail see item 8. Personal Travel.

g. Foreign receipts must be explained by type of expense in English. For example, if a traveler receives a taxi receipt in Russian, he or she should write “taxi” on the receipt. Currency exchange rates will be calculated by the travel expense tool.

h. Travelers should utilize direct deposit as the means to receive reimbursement.

i. All change fees and differences in airfare must have a business justification noted on or attached to the travel expense report and are subject to disallowance.

j. Actual, scanned, or photographed pictures of receipts must be submitted for all travel expenses for which reimbursement is claimed. 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.

k. **General Reimbursement**
   
   (1) Reimbursement of travel expenses will be made to the traveler within 15 business days after receipt of a properly completed and approved travel expense report by the business or travel office.
   
   (2) Reimbursements requested more than 90 days after the completion of the trip fall outside the reasonable time frame for IRS accountable plans, and therefore are subject to income tax and will be reported on the employee’s Form W-2.

l. Travel around duty station or local mileage reimbursement may be made through petty cash.
16. Risk Management and Insurance

a. Transportation
   (1) Due to risk management/insurance concerns, the use of boat, snowmobile, all-terrain vehicle (ATV), private motorcycle, private aircraft, or other non-conventional modes of transportation for the conduct of university business is not permitted unless specifically approved by the Statewide Office of Risk Services. When applicable, a pilot aircraft request form and/or skipper and vessel request form must be filed along with any necessary documents and proof of insurance for review and approval. The only exception is the university's aviation schools operating under FAA Part 141.
   (2) The university provides liability and physical damage coverage for all university owned, leased, rented vehicles and non-owned vehicles for which university is contractually liable.
   (3) For privately-owned vehicles driven on university business, the university provides liability insurance in excess of the private owner's liability insurance. The owner should have adequate insurance coverage including liability, physical damage, and uninsured/underinsured motorist coverage. The university does not provide physical damage coverage to an employee’s private vehicle or other personal property. The university does not assume liability for deductibles or other insured loss to the vehicle.
   (4) If a university-owned vehicle is being used in a foreign country, the purchase of local admitted insurance is always required.

b. Travel Accident Insurance
   (1) Travel Accident Insurance is generally provided for University of Alaska employees while in authorized university business travel status outside a 100-mile radius from home or regular place of business. No additional travel accident insurance will be reimbursed for employees. Contact the Statewide Office of Risk Services or see its web site for current program information.
   (2) Reimbursement of travel accident insurance is allowed for nonemployees conducting university business.

c. Employees disregarding these regulations will be considered to be functioning outside the course and scope of his/her employment for any loss reimbursement or liability purposes. This means that an employee who incurs a loss or a claimed or actual liability as a result of a violation of these regulations will not be entitled to any loss reimbursement or to defense and/or indemnification by the University of Alaska in any action taken against him/her.
Appendix A: Group Travel

This appendix provides a more comprehensive guide to group travel. These guidelines are followed when all expenses are covered by a group leader, and members do not receive individual reimbursements from the University of Alaska (UA).

If a group member has a UA travel card, they cannot use their card during the trip unless they have their own Request. They should not cover expenses for any other group member unless they intend to be a group leader. Their travel card charges are only reconcilable through a Report on their account. We cannot move travel card transactions to another user's account like we can with the agency card charges. If they do want to use their card and file their own Request, CTM can still coordinate their airfare booking with the group’s.

Before Travel

The Request is submitted under the group leader and includes all expenses for the trip.

The group leader or delegate contacts CTM directly for booking. CTM can book a trip for an entire group under a single Request.

1. Travelers/Delegates can use the “Group Travel Request” spreadsheet to keep track of the information. If used, the spreadsheet is submitted to CTM and bcc’d to the Agency Card Administrator at Statewide. The Card Administrator needs the information to ensure all airfare expenses are applied to the group leader’s account in Concur.
2. If the spreadsheet is not used, CTM needs the travelers’ names as they appear on their ID as well as their birth date for each ticket. The Card Administrator needs notification about the ticketing for the group.

During Travel

Lodging

The group leader should use their travel card to pay for the group’s lodging. That way, all lodging expenses feed directly to their Concur account. Alternatively, a travel coordinator may use their ProCard with approved waiver to pay for group lodging. For large groups, it is sometimes easier to process lodging through Procurement.

M&IE

The group leader has two options for handling meal and incidental expenses (M&IE) for themselves and the group during the trip. They are reimbursed at actual meal costs OR authorized per diem allowance, not both.
Per Diem Allowance

1. The group leader can request a travel advance to cover the per diem for their group members
   a. Requires Cash Advance enabling before Request is submitted (contact Cash Advance Admin)
   b. Once enabled, Cash Advance is available on the Request Header
   c. If the advance is not requested with the trip Request, the group leader can still request one by directly contacting their Cash Advance Admin
2. The group leader can also have Cash Advance enabled on their travel card
   a. Allows them to use their travel card to withdraw money from an ATM
   b. This is an option if the cash advance amount does not exceed their card limits
   c. Both the Cash Advance Admin and Card Administrator must enable travel advance capabilities in Concur and on the card
3. Group per diem requires a sign off sheet specifying the amount of cash disbursement received by each group member; group leaders are advised to manage this during travel
4. Group per diem is limited to the allowable amount for each group member at the business location rate
5. The group leader can use their travel card during the trip for M&IE purchases
   a. All M&IE charges are considered “Per Diem Offset Meal”
   b. If they provide a member with per diem AND purchase them a meal, that meal is still considered “Per Diem Offset Meal”

Actual Meal Support

1. The group leader uses their travel card or personal form of payment to pay for all M&IE at actual cost
2. Group leader must obtain and attach itemized receipts for all M&IE purchases; cannot include alcohol purchases
3. A sign off sheet is not required so long as the Request or Report clearly documents the names of group members on the trip

Hot Tip: Use the Travel Allowance feature on the Report to pre-calculate the allowable M&IE rate before travel commences. Create a Report and enter the planned itinerary in the Travel Allowance. From there, document any excluded days or meals and select “Calculate Expenses” on the Expenses & Adjustments tab. Concur calculates the M&IE rate for the business location(s).
After Travel

1. Complete a Report from the group leader’s Request that includes all expenses for the group.
2. Lodging
   a. The group leader’s lodging costs are expensed as “Lodging” and itemized accordingly.
   b. The group members’ lodging costs are expensed as “Group Lodging”
      i. If the group leader’s lodging is included in the group members’ lodging, the entire cost is expensed as “Group Lodging”
      ii. Use single itemizations to separate any non-lodging costs (e.g. “Per Diem Offset Meal”)
   c. Use Payment Type “Prepaid by University” to document lodging paid on a ProCard or through Procurement.
3. Per Diem Allowance
   a. If the group leader distributes cash per diem to the group members, use Expense Type “Group Per Diem” to document the amount(s) provided
      i. Requires a sign off sheet specifying the amount of cash disbursement received by each group member
      ii. Limited to the allowable per diem for each group member at the business location rate
      iii. Cannot exceed the total from the sign off sheet.
   b. The group leader’s per diem is applied via Expenses & Adjustments in the Travel Allowance, instead of included in “Group Per Diem” (since it is their allowable per diem and not part of the cash disbursement).
4. Actual Meal Support
   a. The group leader claims all M&IE purchases as reimbursable actual meal costs using Expense Type “Actual Meal”
   b. Each expense requires an itemized receipt and cannot include alcohol purchases
   c. The Report must include a Travel Allowance to calculate the allowable M&IE rate for the business location
      i. The total paid in meal actuals cannot exceed the allowable per diem for the group
      ii. Any overage is deducted from the group leader's reimbursement.
Sign Off Sheet - Per Diem

Group Leader, _______________________ on Request ID _______ handed out cash Per Diem in the amounts listed below. I am not due any further reimbursements from the University of Alaska.

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Appendix B: Student/Guest Travel

**Important:** Concur expenses fall under our accountable plan and are not taxable. Use Concur for individuals without a contractual agreement with the University of Alaska (UA). Do not use Concur for people who are providing a service to UA and have a payment contract for that service. Those services are processed in the 3000-account code run (not travel account codes) and reported to the IRS via a 1099. If travel support is a line item on their contract, they will make their own arrangements. For questions about this, contact the Executive Officer or business manager who can determine if the traveler is a contractor.

Our non-employee students and guests do not undergo travel training and are not familiar with the travel regulations, policies, and procedures set forth by UA. Therefore, it remains the delegate's responsibility to manage all portions of travel for non-employee students and guests.

Delegates are also expected to advise their non-employee travelers of UA regulations and procedures as they apply to the trip (e.g. receipt requirements, car rental rate class allowances, personal travel restrictions, etc.). Our travel regulations and procedures apply to all travelers regardless of their employment relationship with UA. (R05.020.060(2))

We do not set the expectation that non-employees manage any of their travel in Concur. The only portions they are required to complete in Concur are filling out remaining profile information (e.g. TSA and emergency contacts) and students submitting the final Report.

Delegate Responsibilities

1. Initiate profile creation and provide User Admin with required information
2. Complete and submit the Request
3. Book travel from the approved Request
4. Complete the Report including make corrections if returned by the Processor

To manually profile new users in Concur, the User Admin needs the following information about the new user:

**Note:** Each campus has their own method for collecting this information.
1. Full legal name as it appears on the user’s photo ID (for Travel bookings)
2. Affiliation to UA (e.g. guest speaker, volunteer, student, etc.)
3. Date of birth (for Travel bookings)
4. UA ID if one exists (all UA students have a UA ID)
5. Full mailing address (necessary for issuing any travel reimbursements)
6. Preferred email address – This is assigned as the user’s CTE Login
   a. Students use their alaska.edu email
   b. Guests with no email (e.g. elders) are assigned a dummy email address using their assigned \texttt{UAID@alaska.edu} (e.g. 31212121@alaska.edu)
7. Fund and org for the trip – This is entered as the default funding on the user’s account
8. Default Approver – Authorized financial approver who is not also managing travel for the user
   a. For unrestricted funds this is generally the financial manager
   b. For restricted funds this is the PI as assigned in Banner form FTMFUND
9. Delegate(s) assigned to manage travel on the user’s behalf
10. Home campus for students (not funding campus) – This is entered as the default campus on the user’s account and used for reporting, travel advance, and Processor purposes

Once profiled in Concur, alaska.edu users can login via single sign-on (SSO) using their UA credentials. 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, contact the User Admin.

New users may also receive an email from the User Admin alerting them of profile creation and providing instructions for completing profile information in Concur. The delegate is cc’d on this email communication.

\textbf{Note:} Emails sent to users from Concur come from an \texttt{@concursolutions} email address such as \texttt{autonotification@concursolutions.com}. Emails sent from CTM come from \texttt{ua@travelctm.com}. UA recommends marking these email addresses as safe senders. Otherwise, the notification emails may filter to a spam folder.
Appendix C: Traveler Quick Guide

The University of Alaska (UA) uses a set of integrated tools to assist travelers with achieving their travel objectives and fulfilling their responsibilities. These tools include the Concur travel and expense software platform. This appendix provides an abridged guide to the three main Concur modules for travelers: Request, Travel, and Expense. Travelers should work with their department travel coordinators or delegates for additional assistance using Concur.

Responsibilities

According to UA travel regulation R05.02.060(3)(a), the traveler is responsible for complying with department and UA policies and regulations, and for exercising good stewardship of UA funds.

This includes

1. Familiarizing themselves with the policies and procedures in the UA travel regulations as well as the policies and procedures of their campus, department, and program
2. Obtaining prior authorization for travel
3. Ensuring expenditures are necessary and appropriate for meeting business needs, including selecting the lowest-price fare/cost within the bounds of the most efficient mode
4. Verifying that all travel arrangements are confirmed prior to departure
5. Paying costs and any additional expenses incurred for personal preference or convenience
6. Notifying appropriate contact when there are changes/cancellations or if requesting refunds
7. Obtaining all proper documentation (e.g. itemized receipts) for each expense except “Per Diem Offset” and “Personal/Non Reimbursable”
8. Ensuring [expense] Report is prepared and submitted with appropriate receipts within 90-days of trip completion
Glossary

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 direct route that takes into consideration the business need, the traveler’s time away from their workstation, and safety.

**Receipt** – A document on which the things that you buy or the services for which you pay are listed with the total amount paid and the prices for each. An itemized receipt includes a name for/description of the good or service.

**Reconcile** – Procedure to match transactions in Concur (or other UA finance system) with the associated accounting in Banner.

**Reimbursable Expense** – Allowable UA business expense either prepaid by UA via the agency or travel cards or paid out-of-pocket by the traveler.

**Tool Tip** – A helpful hint or suggestion for a field or entry. Hovering the mouse over the blue arrow/question mark pulls up the information.

**Travel Status** – Period of time from when the traveler leaves their workstation/residence to when they return to their workstation (during work hours) or residence (outside of work hours).
Login

If you have a UAUsername@alaska.edu email address

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

![UA TRAVEL](image)

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

![Login to Concur Travel Expense](image)

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

Appendix C: Traveler Quick Guide
Profile

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.

Profile Options

Select one of the following to customize your user profile.

Personal Information
Your home address and emergency contact information.

Company Information
Your company name and business address or your remote location address.

Credit Card Information
You can store your credit card information here so you don’t have to re-enter it each time you purchase an item or service.

Travel Profile Options
Car, motel, hotel, rental car and other travel-related preferences.

Expense Delegates
Delegates are employees who are allowed to perform work on behalf of other employees.

Expense Preferences
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Concur Mobile Registration
Set up access to Concur on your mobile device.

System Settings
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your working day start/end?

Contact Information
How can we contact you about your travel arrangements?

E-Receipt Activation
Enable e-receipts to automatically receive electronic receipts from participating vendors.

Travel Vacation Reassignment
Going to be out of the office? Configure your backup travel manager.

Request Preferences
Select the options that define your travel expenses.

Prompts are pages that appear when you select a certain action, such as Submit or Print.

Change Password
Change your password.
**Personal Information**

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.
Verify Email

Verifying an email address enables you to forward receipts from the verified email account directly to your Available Receipts section of Concur Expense. Once verified, you can email receipts to receipts@concur.com and forward itineraries or travel plans to plans@concur.com. We recommend verifying all email addresses used to receive receipts for UA business travel.

1. Scroll down the page to the Email Addresses section in Personal Information or click the Email Addresses link on the left side of the page
2. Click the Verify link next to the email address
3. The system sends a verification code to the email address
4. Enter the verification code in the Enter Code field and click “OK”
5. A confirmation message appears with information on where to send receipts and trip itineraries (from non-Concur/CTM bookings)
6. The email now has a green check indicating it as “Verified;” click Save

Email Notifications
Concur offers multiple email notification options for Request, Travel, and Expense. You can manage some of the Concur email notification settings in three areas.

Note: Emails sent to travelers from Concur come from an @concursolutions email address such as autonotification@concursolutions.com. Emails sent from CTM come from ua@travelctm.com. UA recommends marking these email addresses as safe senders. Otherwise, the notification emails may filter to a spam folder.

1. System Settings

2. Request Preferences
3. Expenses Preferences

![Expense Preferences](image)

**Activate E-Receipts**

The “E-Receipt Activation” link is found under Other Settings in the left-hand column. You can enable or disable 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.
Manage Delegates

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.
2. Can Book Travel – The delegate may arrange Travel on your behalf. Delegates receive the same booking email notifications regardless of who completes the booking.
3. Can Submit Reports – Delegates cannot submit a Report on your behalf. However, the “Can Submit Reports” permission allows the delegate to click “Submit Report” to view and resolve any audit flags before you submit.
4. Can Submit Requests – Delegates cannot submit and approve the same Request.
5. Can View Receipts [and available expenses] – Should check by default when Can Prepare is selected.
6. Receives Emails – The delegate receives system emails sent to you.

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. 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 – Delegate is copied on approval notification emails.
Submit a Request

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.

“Look but Don’t Book”

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. Search for available round trip, one way, and multi-city flights
   a. If flight includes a layover longer than 4 hours, use multi-city search option
   b. Select “Pick-up/Drop-off car at airport” to add rental car to search
   c. Select “Find a Hotel” to add hotel to search
2. Enter dates, destinations, and times in booking tool
3. Search for only car rental, hotel, or train by selecting the associated icon

Appendix C: Traveler Quick Guide
1. **Top Matrix** – Filter by airline or number of stops
2. **Left Filter Fields** – Filter search by flight times, prices, and airports
   a. Open “Change Search” to adjust dates, times, and locations
   b. Change departure times to “Anytime” to search for all available flights (highly recommended for all airfare searches)
3. **Shop by Fares** – Lists flight results by price (outbound and inbound combined if round trip)
4. **Shop by Schedule** – Choose outbound and inbound flights independently
5. **Flight Number Search** – Find a specific flight (especially helpful when trying to find the same flight listed on an airline’s website)
6. “**More fares/details**” – View full itinerary details
7. “**Select**” the flight to access a print-friendly version of the chosen itinerary
Create New

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

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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 a layover longer than 4 hours, must choose multi-segment
      2. If trip includes a personal deviation, enter routing type based on the business-only
   ii. Dates, times, and location for each segment are adjustable during booking with some restrictions
      1. Cannot change airfare to a multi-city search
      2. For a car rental at the airport location, make sure the city location includes an airport code (e.g. “Dallas, TX” returns rental locations in the city of Dallas while “Dallas, TX- DFW Dallas Fort Worth International” returns rental locations at the airport)
   iii. Amount entered is the total estimated cost
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 + New Expense to view this menu if not already visible)

b. “Daily Per Diem” calculates based on the final destination and business travel dates in the Request Header

c. Use “Other Expenses” to capture expenses without an assigned Expense Type (e.g. supplies or parking); more specific designations are available on the [expense] Report
6. If needed, allocate expenses to additional funding sources
   a. Select any expense from Expenses and click “Allocate”

   ![Allocate Expense](image1)

   b. Select expenses to allocate and click “Allocate Selected Expenses”
      i. Segments are always allocated together on the Request
      ii. The option to separately allocate Segments is available on the Report

   ![Allocate Selected Expenses](image2)

   c. If assigning the full cost of selected expense(s) to one funding source different from the primary funding on the Request Header, enter the funding here and Save
   d. If assigning the cost of selected expense(s) to multiple funding sources, use Add New Allocation to enter additional funding and Save

   ![Add New Allocation](image3)

   e. Allocate By provides options to allocate based on percentage or amount

Appendix C: Traveler Quick Guide
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
**Personal Travel**

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.

| Will this trip include personal travel? | Yes | Personal Travel Dates | 10/28-11/2 |

**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 booking.

**Personal Deviation**

When a traveler goes to an additional destination outside of the UA business routing or destination(s), it is considered a personal deviation with a routing change.

If you are using the booking tool for your business-only portion, that portion is entered in Segments. Otherwise, “Outside Concur/CTM” is selected as your booking method, and the full business-only itinerary is entered in Segments. Airfare costs in Expenses reflect the total cost of the business-only itinerary.

**Business-Only Cost Comparison**

The business-only cost comparison provides the lowest logical cost for the business purpose and is used to determine the allowable reimbursable expenses on your [expense] Report including per diem. The cost comparison must come from the Concur booking tool as it applies UA’s discounted rates.

The itinerary must reflect the business trip as though no personal travel is included. For example, your business travel dates are Aug 31 – Sep 5 in Dallas and personal days are Aug 20 – 30 in Seattle. The business-only itinerary is traveling from your home/duty station to Dallas on Aug 31 and returning on Sep 5. The time is Seattle is excluded entirely.

Use the “Look but Don’t Book” portion as a guide for securing a cost comparison.

1. Use the Trip Search to search for flights based on the business-only itinerary
2. Find and select the most appropriate business-only flight
   a. The chosen flight must represent the lowest logical cost for the most efficient route
   b. The cost comparison must include the full flight and cost details on the Review and Reserve Flight screen
3. Attach a pdf version of the flight information to the Request
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@travelemt.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.
Book a Trip

Travelers have several options for booking travel. You can use the Travel booking tool to book from an approved Request, book from the Travel module and create a new Request, contact Corporate Travel Management (CTM) directly with an approved Request, or book with the vendor for lodging and car rentals.

Travelers also have a few options for booking rural air travel with a non-GDS carrier such as Wrights Air. You can book directly with the non-GDS carrier or contact CTM directly (must have an approved Request). If the trip includes air travel on rural and non-rural carriers, you can book the non-rural portion in Concur and instruct CTM to book the rural portion using the “Comments for the Travel Agent” box on the Trip Booking Information screen.

CTM is a travel agency contracted by UA to assist our organization with booking and purchasing travel components. If you ever encounter difficulties with the booking tool, contact CTM to book the trip. Our dedicated UA CTM team is in Anchorage and available Monday-Friday from 8 a.m. to 5 p.m. CTM also has agents available 24/7 to assist travelers during our team’s off-hours.

Our CTM team manages the following tasks on our behalf:

1. Maintain and update the Concur Travel booking tool
2. Administer corporate discounts – The rates visible in the booking tool are based on State of Alaska contract rates and industry standards
3. Ticket travelers via the booking tool, rural request tool, emails, and phone calls
4. Transmit traveler information to carriers including mileage memberships, TSA pre-check, and passport data
5. Charge the agency card for purchases made via the booking tool, rural request tool, emails, and phone calls
6. Cancel purchased tickets when requested, paying any change or cancellation fees using the agency card
7. Track and manage credits from cancelled or postponed trips

Airfare reservations are paid on the agency card held by CTM. Hotel reservations are held with the UA travel card information entered in your Concur profile. You can also indicate CTM use the agency card to book and pay for lodging.

**Note:** The option to use the agency card for car rentals is not available.
From Request

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 another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. See “Book a Trip: From Travel” for instructions on what to do if this happens.

1. In the Request module, click “Book” in the Action column of the associated Request

2. Your Itinerary
   a. Information entered in Segments is plugged into the booking tool
   b. Dates, times, and locations for each segment are changeable after this screen
c. If car rental is included, you must assign rental station locations on this screen (choose any available at any location if intending to skip car rental booking)

3. Run Template – Indicate whether federal funds are used (for reporting purposes only)
4. Segment Search and Select
   a. Select desired airfare, lodging, car rental, and/or train
   b. Open the “Change Search” field to adjust dates, times, and locations
   c. For airfare, change departure times to “Anytime” to search for all available flights
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 option

f. Trip Summary provides booking progress and Total Estimated Cost after each segment

5. Review and Reserve [Segment]

a. Review, reserve, and add travel preferences after each segment

b. Airfare – Seat selection is available at this point; however, you can manage your seat preferences, including upgrades, directly through the carrier’s website or app once flight is ticketed
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

![Select a Method of Payment](image)

![Accept Rate Details and Cancellation Policy](image)

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 use this option unless booking can wait until next business day
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
From Travel

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, the “Travel-to-Request Integration” method is initiated. Use the pending approval indicators in step four to recognize when this happens. The “Troubleshoot” scenarios at the end provided direction on how to resolve an accidental break.

1. Enter your booking information in the booking tool of the Travel module
   a. Select “Pick-up/Drop-off car at airport” to add rental car to airfare
   b. Select “Find a Hotel” to add hotel to airfare
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

Appendix C: Traveler Quick Guide
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

- Provided as “Status” under My Trips>More
- “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

Troubleshoot

Problem: Started from Travel instead of Request, but already have an approved Request.

Solution: Complete and submit the Request generated from the booking. Contact your department travel coordinator or campus travel finance office. The campus Processor will approve the Request which completes the booking. They will also move the original Request out of “Pending on-line Booking” status.

Close/Inactivate the erroneous Request generated from the booking and use the original Request for the [expense] Report.

Problem: Started booking from approved Request, but a new Request is initiated.

Solution: If the booking is interrupted before completion (e.g. booking not completed in one sitting, the user clicks on another browser during booking, the booking process sits idle for too long, etc.), follow the same steps as though the booking was initiated from Travel instead of approved Request.
Personal Travel

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.

In both cases, a business-only cost comparison itinerary is used to define business travel status and allowable costs. Any costs that exceed the business-only comparison are deducted from your out-of-pocket reimbursable expenses. If the additional cost exceeds the reimbursable amount, a payroll deduction is used to recoup the additional amount from employees.

Personal travel not associated with a UA business trip is not bookable through Concur, CTM, or UA personnel.

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.

Since UA receives State of Alaska contract rates when booking travel through Concur or CTM, travel that includes personal days is only bookable through Concur if it is an extended stay at the business or intermediate location.

Personal Deviation

When a traveler goes to an additional destination outside of the UA business routing or destination(s), it is considered a personal deviation with a routing change.

Our contract rates are not applicable on travel to a non-business location. Additionally, it is not appropriate to ask UA personnel to help with your personal travel arrangements.

- **Business Portion**: Booked through the booking tool or by calling CTM
- **Personal Portion**: Booked separately by you
Submit a Report

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.

A Report is required to reconcile any charges or refunds to the agency card held by CTM and the UA travel card held by employees. You should submit your Report within 15 business days of trip completion.

It is recommended to start the Report as soon as the “Expense” link is available on your Request. This helps you manage your expenses on the go.

From Request

1. Click the “Expense” link under the Action column of the Request; use the View dropdown menu to change the filter if your Request is not listed under Active Requests

2. Verify the Header information from the Request is still accurate and click Next
   a. The information auto populates from the Request Header
   b. Make any corrections based on changes since original trip approval
3. Answer “Yes” to the per diem question if this is the first Report for a completed trip even if you are not claiming per diem reimbursement (the Travel Allowance is the official documentation of your time in travel status)

4. Enter the Travel Allowance based on the business-only itinerary and create per diem expenses if needed (See “Submit a Report: Travel Allowance” for a walkthrough)

5. Add UA pre-paid and out-of-pocket reimbursable Expenses from the trip
   a. Itemize expenses as needed (See “Submit a Report: Itemize” for a walkthrough)
   b. Allocate expenses as needed
      i. Select one or more expense and click “Allocate”
      ii. If assigning the full cost of selected expense(s) to one funding source different from the primary funding on the Report Header, enter the funding information and Save
      iii. If assigning the cost of selected expense(s) to multiple funding sources, use “Add New Allocation” to enter split funding information and Save
      iv. If needed, select additional expenses to allocate and click “Allocate Selected Expenses”

6. Attach receipts and other pertinent or required documentation
   a. You can attach receipts to the Report at any approval stage
   b. Itemized receipts are required for all expenses except “Per Diem Offset Meal” or “Personal/Non Reimbursable”

Appendix C: Traveler Quick Guide
7. Verify all information is complete and correct then click “Submit Report” (top right-hand corner)
   a. View Report totals from the Details drop-down menu
   b. Amount Due Employee = Reimbursement UA owes you (if any)
8. Concur evaluates the Report according to audit rules defined by UA regulations and guidance
   a. If no Exceptions are present, the Report is submitted for approval
   b. If Exceptions are present
      i. The Report is not submitted, and Concur provides information on and recommended resolution for the Exceptions
      ii. Make the required corrections and click “Submit Report” again to re-evaluate the audit flags

9. Depending on your email notification settings, you receive an email notification of Report submission, return, and/or approval
10. Once approved for payment, the Report moves off your Active Reports list and is stored in your Report Library
Travel Allowance

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

   ![Travel Allowances](Image)

   Does this trip contain “Per Diem Meals”?

   - Yes
   - No

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

   ![Details Drop-Down Menu](Image)

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

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6. “Daily Per Diem” based on the Travel Allowance generates as expenses on your Report

7. Access the Travel Allowance from the Details drop-down menu to Edit or Unassign the information
   a. Only unsubmitted Reports are changeable
   b. Click Update Expenses on the Expenses & Adjustments tab to recalculate M&IE allowances
   c. The “Daily Per Diem” expense is not editable under Expenses
Itemize

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 not worry if the total cost does not divide evenly – individual itemization amounts are adjustable once Nightly Lodging Expenses is saved.
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)
4. “Child” expenses are itemized under the “parent” expense

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<th>Amount 1</th>
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</table>
**Personal Travel**

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 must identify on the Report personal days taken in conjunction with UA business travel. For this reason, the Report Header includes a section for documenting your personal days. Remember to update the Report Header if personal time was added to or removed from your approved Request.

Expenses accrued during or because of personal days are not reimbursable. The Travel Allowance must reflect the business-only itinerary from the cost comparison/past fare quote to accurately calculate business-only per diem allowances. Expenses paid on the agency or travel card must reflect the correct Expense Type. Out-of-pocket expenses must reflect only those incurred for the business purposes of the trip.

**Agency/Travel Card**

Personal expenses paid on the agency or travel card are deducted from your total reimbursable amount. If your personal expenses exceed your reimbursable amount, a payroll deduction is used to recoup the additional amount from employees. (Please work with your department to directly reimburse UA if you are no longer an employee.)

Personal expenses paid on the agency or travel card during travel are documented as Expense Type “Personal/Non Reimbursable,” even if a different Expense Type would apply if it were a business expense. If the expense is only partially personal, use the Itemize feature to separate the business from the personal portion.

Example of business + personal airfare when the business-only cost comparison is less:

![Image of expense report]

Example of lodging that includes three nights of personal days:

1. Use the Nightly Lodging Expenses tab to enter the business-only expenses
   a. Use the business dates for Check-in and Check-out

![Image of lodging expense report]

---

**Appendix C: Traveler Quick Guide**
b. Use the average rates of the business-only expenses

```
Recurring Charges (each night)
Room Rate   Room Tax
120.00      18.00
Other Room Tax 1  Other Room Tax 2

☐ Room rate and taxes will be shown as separate expenses
```

```
Additional Charges (each night)
Expense Type   Amount
Choose an expense type
```

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

```
Save  Add Itemization  Attach Receipt  Cancel
```

```
New Itemization
Expense Type
Choose an expense type
```

```
Expense Type       Transaction Date          Payment Type
Personal/Non Reimbursable  07/14/2020  zNotUsed-IBC
dAmount              Comment                          Request
231.95               Additional personal nights of stay  10/20/2020, $50.00 - Slavik
```

```
07/20/2020  Lodging  Courtyards, Seattle, Washington  $231.95  $890.00
07/14/2020  Personal/Non Reimbursable  $231.95  $0.00
07/15/2020  Lodging  $120.00  $120.00
07/15/2020  Lodging Tax  $18.00  $18.00
```

Out-of-Pocket

The Report is used to document UA paid expenses. Personal expenses paid out-of-pocket are excluded from your Report unless the expense is only partially personal. In which case, only the business portion is documented or the Itemize feature is used to separate the business from personal portion.

Appendix C: Traveler Quick Guide
Mobile Tools

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.

SAP Concur App

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.
Mobile App Setup

1. Download SAP Concur Travel app through the mobile device app store
2. Access mobile login options through the Concur desktop
   a. View Profile Settings>Concur Mobile Registration
   b. Setup the UA SSO login option by entering the company code in the mobile app or
   c. Setup the CTE Login by assigning a PIN

![Concur Mobile App Screenshot]

TripIt Pro

The following are functions included in TripIt Pro:

1. Keep all your travel plans in one place
2. Selectively share travel plans
3. Receive real-time flight alerts
4. Find out when a better seat is available
5. Manage travel reward program points in one spot

Mobile App Setup

1. Download and activate the SAP Concur mobile app
2. Visit the App Center in the Concur desktop
   a. Select the TripIt app option
   b. Connect the TripIt app to link it to the user’s Concur account
3. Download the TripIt app to access the free Pro subscription
4. Login with the CTE Login and password created when connecting TripIt through the App Center
Appendix D: Approvals Module

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.
Appendix D: Approvals Module

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

Appendix D: 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

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Employee Name</th>
<th>Request ID</th>
<th>Request Dates</th>
<th>Comment</th>
<th>Date Submitted</th>
<th>Total</th>
<th>Approved</th>
<th>Remainning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveler L 2/10/2020 FA-TEA ACCE Conference</td>
<td>Test, TravelereOne</td>
<td>SRTI</td>
<td>02/10/2020</td>
<td>01/17/2020</td>
<td>$1,797.40</td>
<td>$1,797.40</td>
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</tr>
<tr>
<td>Nelson J 10/21-22/2015 ANC-ACOE Concur Traveler Training</td>
<td>Test, TravelerOne</td>
<td>SJIN</td>
<td>10/21/2015</td>
<td>09/29/2015</td>
<td>$475.50</td>
<td>$475.50</td>
<td>$475.50</td>
<td></td>
</tr>
</tbody>
</table>

a. The approval list shows Employee Name, Request/Report Name, and other snapshots of information for the Request/Report
b. 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.
Appendix D: Approvals Module

Approve

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

![Email notification of pending approval](image1)

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
   ![My Tasks dashboard](image2)
   b. The Approvals module
   ![Approvals module](image3)
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 button]
*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 Type, Transaction Date, Payment Type details]

- Expense Type: Airfare
- Transaction Date: 11/17/2018
- Payment Type: zNotUsed-IBC
- Vendor: American Airlines
- Destination City: Fairbanks, Alaska
- Trip Purpose: Administrative Activities
- Approved Amount: 1,000.00

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

   ![Send Back to User, Approve, Approve & Forward buttons]

   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@concursolutions.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 @concursolutions 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”

2. Search for and select the additional approver

3. Click “Approve & Forward”
Alternatively

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

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.
Appendix E: Reporting Module

This appendix provides introductory guidance and information on the basics of the Concur Reporting module. SAP Concur provides extensive guides and training sessions for users that intend to delve more deeply into reporting including editing existing reports. Visit the SAP Concur Reporting Training website for more information and materials.

Introduction

The University of Alaska (UA) uses the Reporting: Intelligence module to generate reports from information captured in all areas of the Concur platform. Intelligence includes general reports written for all Concur clients and reports written specifically for UA. Since the Concur platform is configured to fit UA needs, users may find some of the general reports less useful.

Intelligence is a robust reporting tool based on Cognos software. The Cognos software works best in Internet Explorer. Firefox and Chrome are known to cause errors with Cognos.

Users

UA has a limited number of reporting licenses available. Since these are shared systemwide, they are assigned to users judiciously and sparingly. Reporting licenses are primarily given to financial managers, campus travel finance offices, and other personnel that need regular direct access to travel finance information for an entire department or campus.

All BI Managers (e.g. Default Approvers) have access to the Concur Reporting module as well. However, information in their reports is limited to users that fall under their manager hierarchy. For example, a supervisor receives information on their employees as well as anyone those employees supervise.

Delegates

Reporting users can assign the “Can Use Reporting” permission to two delegates. Concur provides an error message if the user attempts to assign the permission to more than two delegates.
Login

1. Login to Concur on Internet Explorer – Firefox and Chrome may cause errors with Cognos
2. Select “Intelligence” or “BI Manager” from the Reporting module drop-down menu

   a. Intelligence is the only option if user is either a BI Manager or a reporting license holder
   b. If both options are available, “BI Manager” pre-filters the reports to only users that fall under that manager’s hierarchy

3. The SAP Concur Cognos connection opens in a new window

Public Folders

The main copies of all reports are housed in the Public Folders tab. Public Folders contains general reports for all Concur clients (“Intelligence – Standard Reports”) and reports written specifically for UA (“University of Alaska”). Any changes to these reports are reflected on all users’ Public Folders.

Users can run reports from Public Folders but should never set schedules or make changes to them. Instead, users should copy the report to their My Folders tab. Once in My Folders, users can make changes and set schedules as they see fit.

1. In the Public Folders tab, open the desired folder

2. Find the desired report
   a. The “Request Encumbrance” report is in the “Request/Travel” folder
   b. Reports in the “UAF Reports” folder were written by the UAF Processor
3. Select, copy, and paste the desired report(s) into the My Folders tab
   a. Provides easy access to frequently used reports
   b. Allows the user to set schedules and make changes to a report without affecting other users
   c. Refresh browser if report is not immediately available
Run a Report

Users can run reports with the default settings by clicking the report name. Users can set the specific format, delivery method, run time, and save preferences through “Run with Options.” Once run with a selected format, that becomes the default format assigned to the report.

Always set default options from a report in My Folders. Do not set default options on reports in Public Folders. Changes to reports in Public Folders are reflected on all users’ Public Folders reports.

1. Copy and paste the report into My Folders
2. In My Folders, select “Run with Options” from the Actions column of the report
3. Set the “Format” and “Delivery” method or open “Advanced Options”
a. Html, pdf, or Excel 2007 are the recommended formats
b. “View the report now” uploads the report into the browser’s downloads
c. “Save the report” saves it as an output version
d. “Advanced Options” gives the user an option to run and save the report on a specific date and time

Appendix E: Reporting Module
4. Click “Run”
   a. Depending on the information in the report, it may take several minutes
   b. If viewing the report now, this screen appears and provides the option to select a different delivery method
Schedule a Report

Users can schedule reports to run at a recurring date and time. Users can set a scheduled report to save as an output version or send as an emailed document. Sending as an email is a fantastic option for users that need a specific report on a regular basis (weekly, monthly, etc.).

Always set schedules from a report in My Folders. Do not set schedules on reports in Public Folders. Set schedules on reports in Public Folders are reflected on all users’ Public Folders reports.

1. Copy and paste the report into My Folders
2. In My Folders, select “Schedule” from the Actions column of the report

3. Set the schedule for the report

4. The scheduled report runs with its default settings
   a. Select “Override the default values” under Options to make changes
   b. This is also where users can set an email schedule as the delivery method

---

Appendix E: Reporting Module
5. Once done, click “OK” to set the schedule
Appendix F: 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 Advances

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

### Cash Advance Admin

<table>
<thead>
<tr>
<th>Cash Advance Admin</th>
<th>Cash Advances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find cash advances where:</td>
<td>Cash Advance Name</td>
</tr>
<tr>
<td>And belong to Group:</td>
<td>* All Groups I Can Access</td>
</tr>
<tr>
<td>Cash Advance Status:</td>
<td>Issued Cash Advances</td>
</tr>
</tbody>
</table>

### CASH ADVANCES

<table>
<thead>
<tr>
<th>Cash Advance</th>
<th>Employee</th>
<th>Purpose</th>
<th>Email Address</th>
<th>Employee ID</th>
<th>Requested Amount</th>
<th>Request</th>
<th>Starting Balance</th>
<th>FI Status</th>
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<td>Test, Travel...</td>
<td>traveler1@...</td>
<td>traveler1</td>
<td>$40.00</td>
<td>4133</td>
<td>Approved</td>
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<td>Test 2 of Ad...</td>
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<td>Test 8 of Ad...</td>
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<td>Test 12 of Ad...</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test 13 of Ad...</td>
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<td>finsys</td>
<td>$100.00</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Test 14 of Ad...</td>
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<td>finsys</td>
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<td></td>
<td></td>
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<tr>
<td>Test 16 of Ad...</td>
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<td>finsys</td>
<td>$500.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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.
Requests

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

   ![Report Summary Table]

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 for: Summers, B 7/3-7/6 Denali Table]
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

![Image of expense details]

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

![Image of travel allowance rates]

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

![Image of allocate and attach receipt options]

Cannot Do

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

![Image of submission options]

Appendix F: Back Office Guide
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.
Appendix F: Back Office Guide

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,” “conducting 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 approved 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”

![Administration Menu](image)

2. Select “User Administration” under Company Administration

![User Administration](image)
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
**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”

Role(s)

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
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 UAIMD@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
Appendix F: Back Office Guide

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

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

![Approvers for TravelerSeven Test](image)

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

![Request Preferences for TravelerSeven Test](image)
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](http://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 [UAIN@alaska.edu](mailto:UAIN@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](http://www.alaska.edu) 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.
Appendix G: Local Mileage (UAF)

Some University of Alaska (UA) departments or projects allow workers to claim reimbursement for mileage incurred within a 50-mile radius of the person's home or duty station if the employee is using a personal vehicle to perform assigned tasks.

Local mileage rates are set in accordance with the federal rates and are updated each calendar year. Mileage for commuting from home to primary duty station is not reimbursable per IRS guidelines. Mileage is intended to cover fuel, repairs, wear and tear, etc. for the person’s vehicle while it is being used for university-related work.

If an employee, student, or volunteer is authorized by the department to receive reimbursement for local miles, the travel coordinator or admin should

1. Assign a Travel Authorization (TA) number to the employee’s local mileage for the fiscal year
   a. Available TA numbers are issued to the department by the Office of Finance & Accounting (OFA)
   b. Please assign
      i. One employee per TA number
      ii. One TA number per fiscal year
   c. A paper TA is not required for reimbursement, but departments can still use one for internal calculation, approval, or tracking purposes
2. Employees should record their odometer readings using the current [calendar] year’s Local Mileage Reimbursement (LMR) form
3. To receive reimbursement, submit the required documents to the campus travel office
   a. A signed LMR
      i. Must include information for all fields and required approvals
         1. The employee's supervisor must approve mileage reimbursed with unrestricted funding
         2. The PI must approve mileage reimbursed with restricted funding
      ii. If multiple LMRs are needed to capture all mileage documentation, submit a cover sheet LMR with the total number of miles, total amount of reimbursement, and funding allocation(s)
         1. Enter “See attached” in the Mileage Details on the cover page
         2. Recommend having the approver sign only the cover sheet instead each individual LMR
      iii. Outdated, individually created, or other accounting/finance forms cannot replace the LMR
   b. If odometer readings are not available, an online mileage map (e.g. Google or MapQuest) of the route is required
   c. Parking expenses are reimbursable via the LMR
      i. Include the parking costs on the LMR
      ii. Attach parking receipts (required for individual expenses of $75+)
4. The reimbursement is keyed as a direct pay using "T<number>A" (B, C, D, etc.) as the document number
   a. Information entered in the funding field of the LMR is used to key the payment
b. Submitted documents are stored in OnBase under the TA number

If the department prefers to use encumbrances for budgeting purposes

1. Encumber the funds once the TA is approved using document number “TA<number>”
2. When submitting the LMR
   a. Either on the LMR or clearly in the email, indicate if it is a partial or final payment from an encumbrance
   b. If not indicated, the reimbursement is keyed as a final which closes the encumbrance
3. The TA number, fund, org, account code, and vendor ID on the LMR must match the corresponding information on the encumbrance
   a. OFA cannot change these fields when keying the payment
   b. If there are discrepancies between the encumbrance and LMR, OFA will hold the reimbursement request until those discrepancies are corrected by the department
   c. Vendor field can remain blank on the encumbrance; OFA can enter a vendor ID if this field is blank