Quick Reference: Back Office Functions

This is 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: Back Office Guide” of the “Travel Admin Manual” for a complete guide on these roles.

**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.

**Homepage**

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**

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)
Expense

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.