

Concur Business Office Webinar

Presented by:

Kimberli Spence (Concur Support Desk Supervisor)

&

Christina DeMoss (Concur Support Desk Associate)

With Guest Speaker:

Rebecca Spanos (Director of Travel & Payment Card Services)

In this Webinar we will go over:

Travel Team, Travel Card Services & Concur Support

New Concur Home Screen

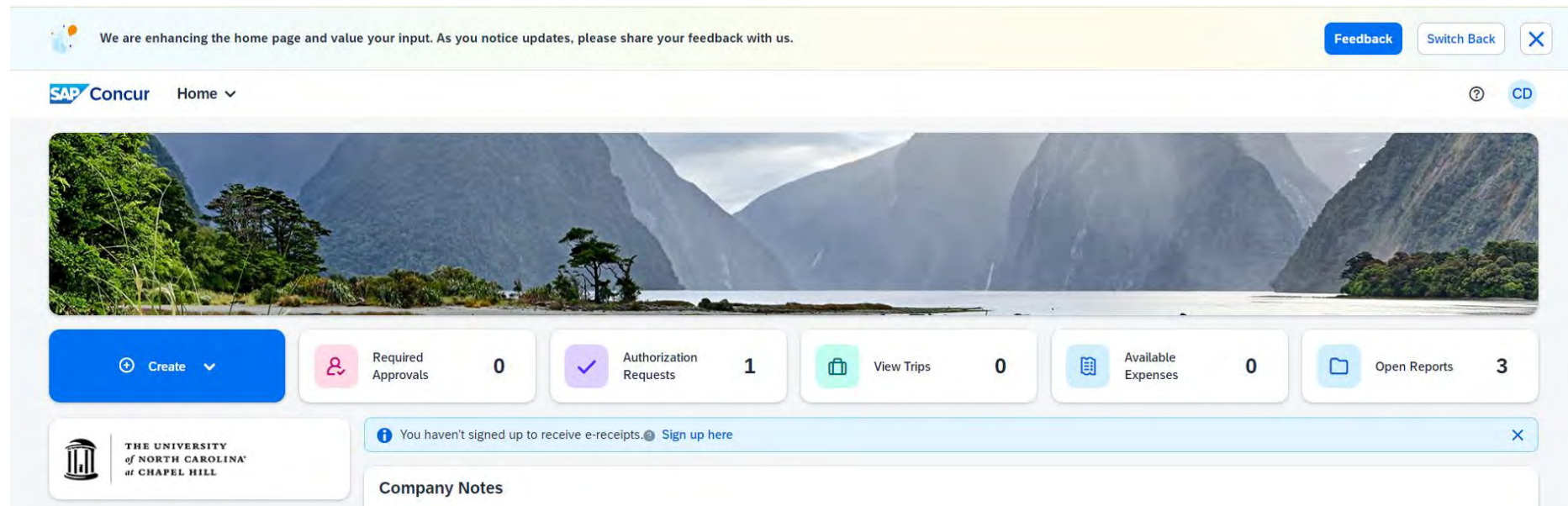
Daily Allowance Update

Travel Team, Travel Card Services, & Concur Support

- When should I reach out to the Travel Team?
 - If your question is policy related, or are questioning the policies/steps for your trip
 - Ex. Unsure about flight cost comparison being required, questions about WebTravel, when reports will be processed, cash advances or non-hotel lodging
- When should I reach out to the Travel Card/P-Card Team?
 - If your question is relating to the Travel & Expense card or P-Card
 - Ex. Your card has been suspended, you suspect a fraudulent transaction, or you need to increase your spending limit for P-Card
- When should I reach out to the Concur Support Team?
 - If your question is about the navigation and functionality of Concur
 - Ex. How to create a travel request/expense report, resolving error messages, or uploading correct documentation

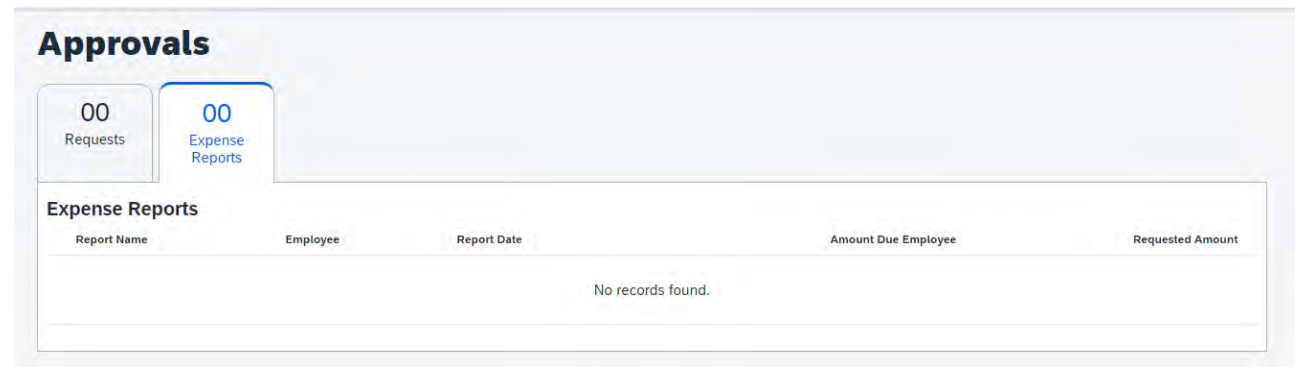
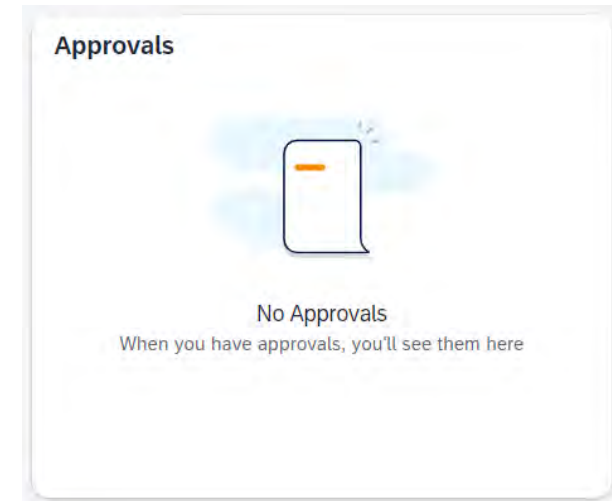
New Concur Home Screen

- Starting Wednesday, Oct. 23rd, Concur users' home screen will update to the new format pictured below
- You will have the option to switch between the new and legacy home screen until end of January



Travel Request/Expense Report Approvers

- Travel Request and Expense Report Approvers have three 10-day windows to review & approve
 - This will eventually time out and will be sent back to the traveler and will go through the workflow timeline again
- Please look at requests: if there's only airfare, reach out to traveler to confirm if this is the only estimated expense
- Please look at reports: if there's overnight travel/claiming daily allowance- look for attached travel request
 - Bank/credit card statements are not acceptable receipts



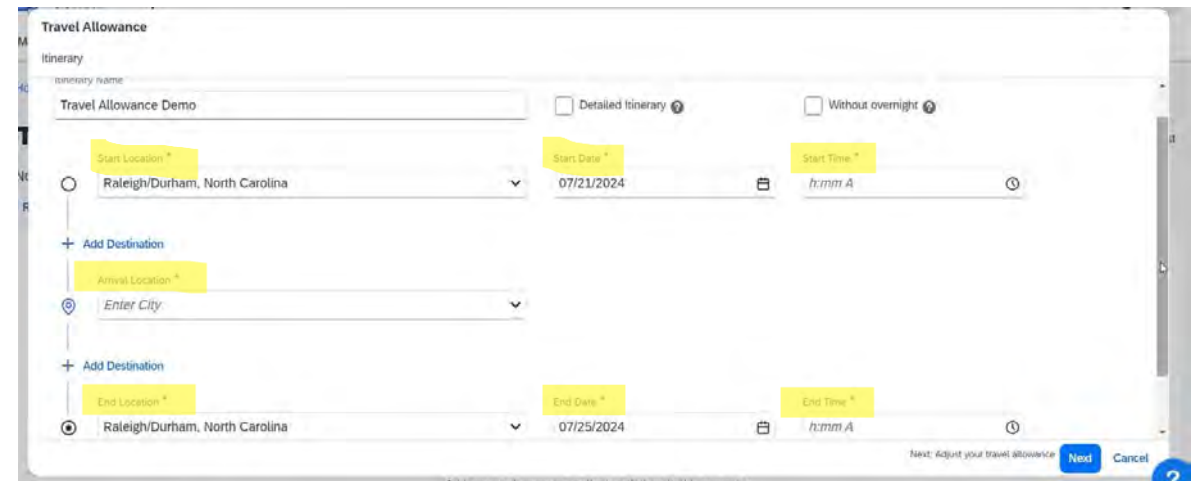
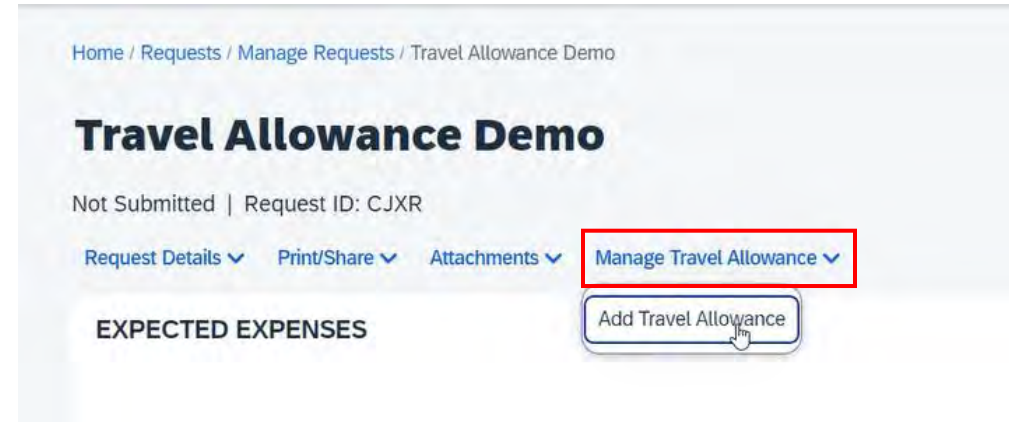
Approvals				
00 Requests	00 Expense Reports			
Expense Reports				
Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
No records found.				

Daily Allowance Update

- Starting Monday, Oct. 28th , the Travel Allowance wizard will be updated to a new user-interface
- Some of the highlights of the improved UI include:
 - Intuitive itinerary creation
 - An adjustments page which allows for simpler updates
 - A reimbursement details page which shows rates and calculations
 - A reimbursable allowances summary page that shows a detailed breakdown of lodging expenses vs allowable limits
- In addition, the Travel Allowance wizard will now be integrated with Concur Request!

Daily Allowance Update

- When creating a Travel Request for overnight travel, users will add Daily Allowance to their Request via the Manage Travel Allowance dropdown
- Some itinerary information will pre-populate from the Request Header, user will update or add information to other required fields



Daily Allowance Update

- Adjustments page will allow user to exclude meals from per diem calculation and show totals
- Allowance Limit will show allowable hotel rate for destination

Travel Allowance

Adjustments

Here you can declare any free meals received to reduce your daily allowance. You can also claim additional allowances, for example if you stayed overnight with friends or family. Days can be excluded from your trip, for example if you are on personal leave. Always refer to your company policy guidelines.

View: Reimbursement Details

Date	Location	Rate Type	Information	Rate Amount	Factor	Adjustments	Calculated Amount	Allowance Limit	Reimbursement Amount
Sun, 07/21/2024	Portland, UNITED STATES	Meals		\$99.00	0.75	\$-79.00	\$15.25	\$0.00	\$15.25
	Portland, UNITED STATES	Lodging	Over Limit Tracking	\$229.00	1.5	\$0.00	\$343.50	\$343.50	\$0.00
	Portland, UNITED STATES	Incidentals		\$8.00	0.75	\$0.00	\$3.75	\$0.00	\$3.75
							\$343.50		\$19.00
Mon, 07/22/2024	Portland, UNITED STATES	Meals		\$09.00	1	\$-20.00	\$29.00	\$0.00	\$29.00
	Portland, UNITED STATES	Lodging	Over Limit Tracking	\$229.00	1.5	\$0.00	\$343.50	\$343.50	\$0.00
	Portland, UNITED STATES	Incidentals		\$5.00	1	\$0.00	\$5.00	\$0.00	\$5.00
							\$343.50		\$34.00
Tue, 07/23/2024	Portland, UNITED STATES	Meals		\$95.00	1	\$-50.00	\$0.00	\$0.00	\$0.00
	Portland, UNITED STATES	Lodging	Over Limit Tracking	\$229.00	1.5	\$0.00	\$343.50	\$343.50	\$0.00
	Portland, UNITED STATES	Incidentals		\$5.00	1	\$0.00	\$5.00	\$0.00	\$5.00
							\$343.50		\$5.00
								Total: \$1,374.00	Total: \$140.00

Travel Allowance

Adjustments

Here you can declare any free meals received to reduce your daily allowance. You can also claim additional allowances, for example if you stayed overnight with friends or family. Days can be excluded from your trip, for example if you are on personal leave. Always refer to your company policy guidelines.

View: Adjustments Show Filters

Date/Location	Exclude Day	Breakfast	Lunch	Dinner	Lodging	Allowance Limit	Reimbursement Amount
Dates: 5							
Sun, 07/21/2024 Portland, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$343.50	\$48.00
Mon, 07/22/2024 Portland, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$343.50	\$64.00
Tue, 07/23/2024 Portland, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$343.50	\$64.00
Wed, 07/24/2024 Portland, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$343.50	\$64.00
Thu, 07/25/2024 Portland, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	\$48.00
						Total: \$1,374.00	Total: \$288.00

- Reimbursement Details page will show the Rates, Adjustments, Calculations and Reimbursement Amounts for each day

Daily Allowance Update

- Once saved, the Travel Allowance will be listed as two lines on the Request showing the total amount for per diems and incidentals

Travel Allowance Demo \$2,140.00 Submit Request Copy Request Edit Approval Flow Delete Request

Not Submitted | Request ID: CJXR

[Request Details](#) [Print/Share](#) [Attachments](#) [Manage Travel Allowance](#)

EXPECTED EXPENSES + Add Edit Delete Allocate

<input type="checkbox"/>	Expense type↓↕	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑	
<input type="checkbox"/>	Travel Allowances	Portland, Maine	07/21/2024 - 07/25/2024	\$140.00	\$140.00	^
<input type="checkbox"/>	Daily Allowance (Incidentals)	07/21/2024 - 07/25/2024 : 5 Days	07/21/2024	\$22.50	\$22.50	
<input type="checkbox"/>	Daily Allowance	07/21/2024 - 07/25/2024 : 5 Days	07/21/2024	\$117.50	\$117.50	

Daily Allowance Update

- When an Expense Report is created from an approved Travel Request, the Daily Allowance expenses will automatically populate on the report.

CHELF \$25.00
Not Submitted | Report Number: SSMK0Q

REQUEST
Approved
\$668.50

Report Details | Print/Share | Manage Receipts | Travel Allowance

Expenses View: Standard

Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>	Out of Pocket	Daily Allowance (Incidentals)	Washington, District of Columbia	10/17/2024	\$3.75
<input type="checkbox"/>	Out of Pocket	Daily Allowance	Washington, District of Columbia	10/17/2024	\$16.25
<input type="checkbox"/>	Out of Pocket	Daily Allowance	Washington, District of Columbia	10/16/2024	\$1.25
<input type="checkbox"/>	Out of Pocket	Daily Allowance (Incidentals)	Washington, District of Columbia	10/16/2024	\$3.75
					\$25.00

CHELF \$138.00
Not Submitted | Report Number: SSMK0Q

REQUEST
Approved
\$668.50

Report Details | Print/Share | Manage Receipts | Travel Allowance

Expenses View: Standard

Alerts	Receipt	Payment Type	Expense Type
<input type="checkbox"/>		Out of Pocket	Daily Allowance (Incidentals)
<input type="checkbox"/>		Out of Pocket	Daily Allowance

- Add Travel Allowance
- Edit Travel Allowance
- Edit Adjustments
- Delete Travel Allowance
- Reimbursable Allowances Summary

- For pre-trip reports, the Daily Allowance expenses must be removed by selecting the Travel Allowance dropdown and then clicking Delete Travel Allowance
- You cannot submit for per diem reimbursement until the completion of the trip

Daily Allowance Update

- If the dates, locations or times of travel have changed since the Travel Request was created, the itinerary can be updated by selecting the Travel Allowance dropdown and then Edit Travel Allowance
- Once the itinerary has been updated, click Next to review Adjustments

CHELF \$25.00
Not Submitted | Report Number: SSMK00

REQUEST
Approved
\$668.50

Report Details ▾ | Print/Share ▾ | Manage Receipts ▾ | Travel Allowance ▾ ⓘ

Expenses View: Standard ▾

<input type="checkbox"/>	Receipt↑	Payment Type↓ ⓘ
<input type="checkbox"/>		Out of Pocket
<input type="checkbox"/>		Out of Pocket

- Add Travel Allowance
- Edit Travel Allowance
- Edit Adjustments
- Delete Travel Allowance
- Reimbursable Allowances Summary

Daily Allowance

Daily Allowance Update

- If meals or personal days of travel need to be excluded from the meal per diems, select the Travel Allowance dropdown and click Edit Adjustments

Date/Location	Exclude Day	Breakfast	Lunch	Dinner	Lodging	Allowance Limit	Reimbursement Amount
All Days Dates: 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Sun, 06/09/2024 Denver, UNITED STATES	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	\$0.00
Mon, 06/10/2024 Denver, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$301.50	\$79.00
Tue, 06/11/2024 Denver, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$301.50	\$79.00
Wed, 06/12/2024 Denver, UNITED STATES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	\$59.25
Total:						\$603.00	\$217.25

CHELF \$25.00

Not Submitted | Report Number: SSMK0Q

REQUEST
Approved
\$668.50

Report Details | Print/Share | Manage Receipts | Travel Allowance

Expenses View: Standard

- Add Travel Allowance
- Edit Travel Allowance
- Edit Adjustments
- Delete Travel Allowance
- Reimbursable Allowances Summary

Expenses	View	Receipt	Payment Type
<input type="checkbox"/>	Standard	<input type="checkbox"/>	Out of Pocket
<input type="checkbox"/>		<input type="checkbox"/>	Out of Pocket
<input type="checkbox"/>		<input type="checkbox"/>	Out of Pocket

- Check the boxes for meals you need to exclude, or check the Exclude Day box for personal days of travel

Daily Allowance Update

- Once a hotel expense has been added to an expense report, you can review the Reimbursable Allowances Summary
 - Statutory Limit is the federal lodging rate for your destination
 - Allowance Limit is the federal lodging rate multiplied by 150%
 - Above Limit shows the amount of Excess Lodging – if this amount exceeds \$0, an Excess Lodging reason must be selected on the Hotel expense

Travel Allowance
Reimbursable Allowances Summary

Filter Allowances

From To Rate Category

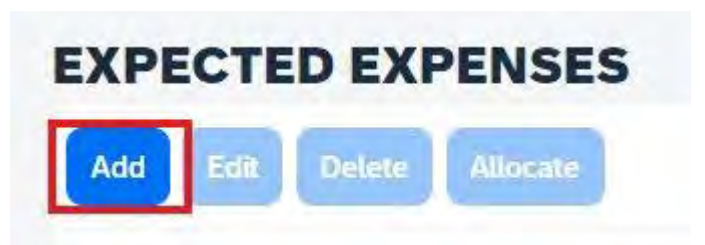
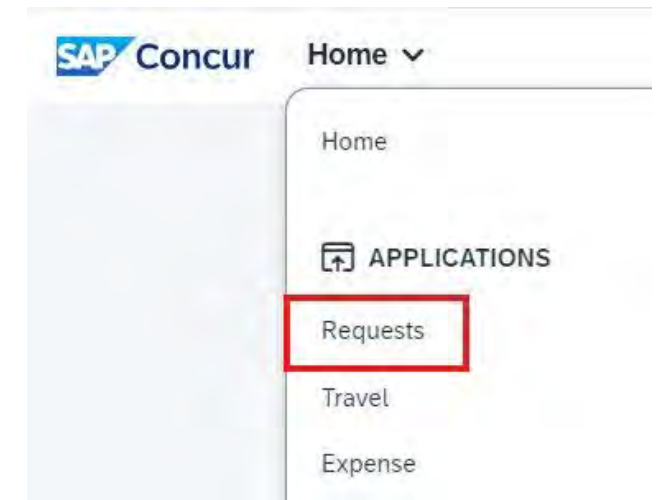
Location	Date	Rate Category	Expense Type	Expense Total	Statutory Limit ⓘ	Allowance Limit ⓘ	Above Limit	Reimbursable Amount
Washington, UNITED STATES	2024-10-16	Lodging	Hotel	\$500.00	\$275.00	\$412.50	\$87.50	\$500.00

Daily Allowance - Reminders

- Reminder: GSA rates for travel in the Continental US are updated each year effective October 1st
 - If travel begins in September and ends in October, you may see different rates for the same location
- Reports with Daily Allowance that have been submitted for approval prior to October 28th will not be impacted by this update.
- Travel Requests and Expense Reports created on or after October 28th will utilize the new Travel Allowance UI

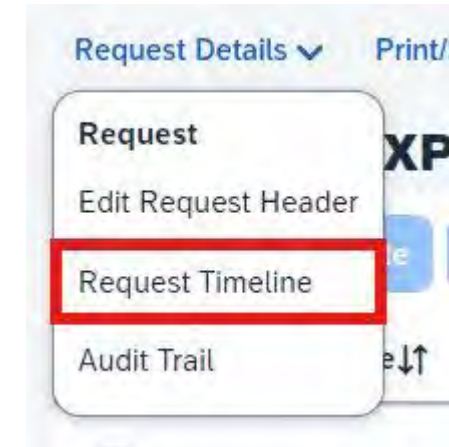
Travel Requests

- What is a travel request?
 - Pre-authorization required for all overnight travel, or day travel which includes airfare, for University Faculty and Staff
 - Not required for day trips with mileage or meeting meals
- What expected expenses need to be on a travel request?
 - “Big 5”: airfare, hotel/lodging, conference/event registration fees, daily allowance (per diem), & ground transportation
- When should I submit my travel request?
 - We recommend AT LEAST 2 weeks prior for domestic travel, 3 weeks prior to international travel



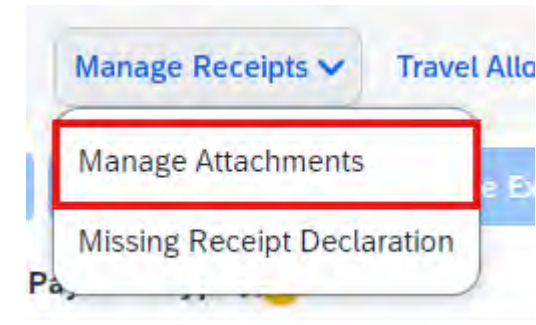
Travel Requests cont.

- Approval Workflow Timeline:
 - 1st Default/Supervisor if set up or Dept. Designated Approver
 - 2nd Business Office Approver
 - *3rd/4th/5th Office of Sponsored Programs (OSP), Export Control, UNC Global
- Can I change my travel request after it's been approved?
 - Yes, if the dates of travel are in the future, and if it's not linked to an expense report - It must go through approval workflow again
- My travel request is approved, can I book my trip?
 - Yes, once your request is fully approved you can: book flights, hotel deposit, rental car reservation, etc.
 - When booking flights (in Concur or with World Travel) you will need the 4-digit Request ID



Travel Requests – Additional Info

- What documentation is needed?
- [International Travel Approval Form](#) – when travelling international for University-related business, you will complete & attach this form and will be approved by UNC Global Affairs
- Third-party lodging (Airbnb, VRBO, rental) – complete and submit [1501.6 Non-Hotel Lodging Authorization Request](#) to travel_team@unc.edu with two hotel cost comparisons in the area or near your event
 - This approval form & approval email is to be attached to both request & expense report
 - Best practice is to add your conference/seminar event agenda to Travel Request



Travel Profile & Booking

- How can I set up my travel profile?
 - Check your Concur profile: verify email, gender, date of birth, passport information, forms of payment, travel assistant, etc.
- Who can I contact for travel booking assistance?
 - Speak to a live agent call WorldTravel at (877) 602-4950 or email uncch_travel@worldtravelinc.com
- What are some things to look out for when booking travel?
 - Reimbursable expenses: luggage fees, Wi-Fi, seat upgrades (with an approved medical accommodation from the EOC)
 - Non-Reimbursable expenses: trip protection, seat upgrades
 - Personal days/booking outside of Concur: contact WorldTravel/Travel Team for flight cost comparisons

Your Information

Personal Information
Company Information
Contact Information
Email Addresses
Emergency Contact
Credit Cards

Acting as a Travel Assistant

- What can I do as a Travel Assistant?
 - Book travel and modify current itineraries on behalf of the traveler
 - Contact WorldTravel and make changes to itinerary
 - Edit the travelers' profile settings
 - Even if you're not booking travel, being assigned as a Travel Assistant will grant you access to flight/hotel invoices for easier expense report reconciliation
- How am I added as a Travel Assistant?
 - In Profile settings, under 'Assistants and Travel Arrangers' by the end user

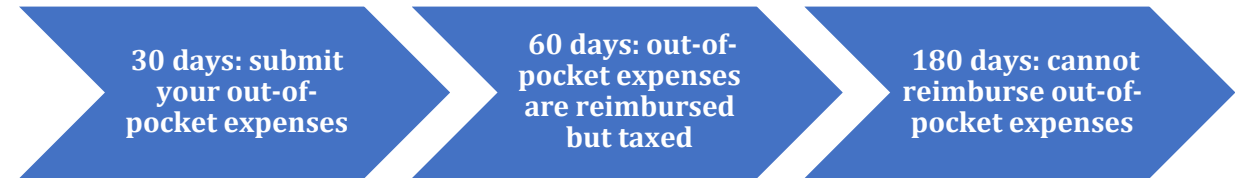
Assistants and Travel Arrangers **Go to top**

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Refuse Self Assigning Assistants ?

Your Assistants and Travel Arrangers **+ Add an Assistant**

Expense Reports



- What is an Expense Report?
 - Pre-trip report: airfare, hotel deposit, conference/seminar registration fees, prepaid parking on University Travel Card or Airfare Direct Bill Card
 - Post-trip report: ground transportation, daily allowance, itemized hotel expense, personal car mileage, etc.
- Why are there two expenses for the same transaction?
 - E-Receipts are automatically generated the day of booking or of exchange. It can take approximately 3-5 business days to merge with credit card transaction (displayed as *PLEASE SELECT PAYMENT TYPE for Airfare Direct Bill or Pending Card Transaction for University Travel card*) unless it is no cost exchange
- When should I submit my expenses?
 - University T&E card/Airfare Direct Bill transactions: 30 days from date of transaction or 30 days from last day of travel – whichever comes first
 - Out-of-Pocket transactions (post-trip): 30 days after the last day of travel

Payment Type *

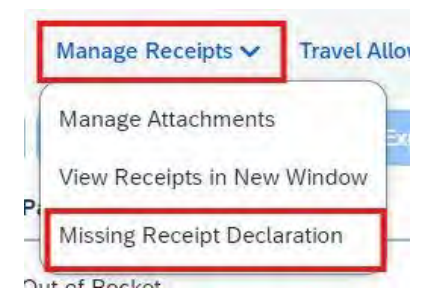
*PLEASE SELECT PAYMENT TYPE



Expense Reports cont.

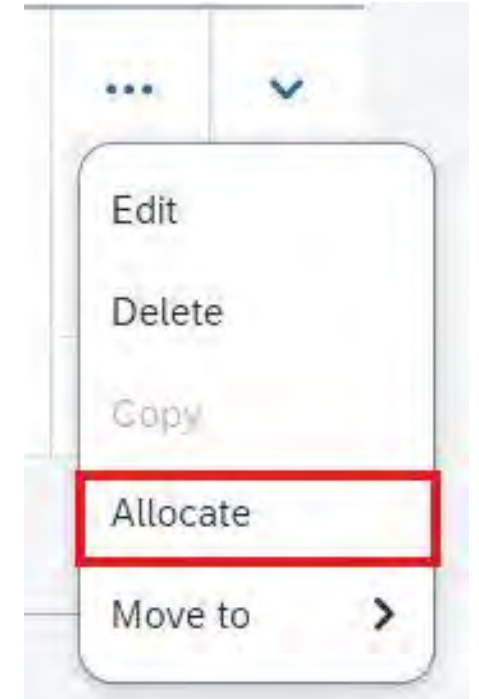
- Purchasing a flight outside of Concur – Review [1501.3 Procedures for Air Travel](#)
 - Must justify purchasing flight by providing flight cost comparison to show a \$25 domestic/\$100 international savings
 - Must use your personal credit/debit card, cannot be reimbursed until trip completion
- Do I need a receipt for all transactions?
 - Yes: airfare, hotel/lodging, car rental & conference/event registration fees, **AGENDAS ARE ENCOURAGED TO BE ATTACHED TO EXPENSE REPORT IF AVAILABLE**
 - No: daily allowance (per diem), mileage, Non-Reimbursable/Personal Expense
- Missing Receipt Declaration
 - Must be completed electronically within Concur by traveler
 - Cannot be used for airfare, hotel, car rental, or conference/seminar fees
 - Delegate/Admin Assistant does not have access to create in report

Receipt↑	Payment Type↓	Expense Type↓
	Airfare Direct Bill	Airfare Reservation
	*PLEASE SELECT PAYMENT TYPE	Airfare
	University Travel Card	International Transaction Fee (T&E Card Only)



Expense Reports - Non-overnight Travel

- Should I submit an expense report containing day travel?
 - Yes, this can include: business meals, daily personal car mileage, attending a conference/seminar w/no overnight travel
- Best practices:
 - Consolidate all non-overnight travel expenses into ONE monthly report and submit
 - Enter a Chart Field String (CFS) on the report header, and individual expenses can be allocated as necessary
- Non-overnight travel does not require a travel request (unless requested by your dept.)



Expense Reports - Expense Types

- Airfare – flight invoice
 - Baggage, Wi-Fi
- Hotel/Lodging - itemized receipt
 - Booking through conference at negotiated rate/room blocks
 - Itemizations: applying deposits, marking expenses as 'Non-Reimbursable/Personal Expense
- Daily Allowance (per diem)
 - Creating a travel itinerary (2 lines required)
 - Indicating which meals were provided, and NOT paid out-of-pocket
 - Check boxes for use percent rule
- Personal Car Mileage
 - No travel request required (unless requested by dept.)
 - Making round trip – one line item for each trip, can't split up
 - Exception: Data Collectors option is special as they receive full reimbursement rate

Acting as an Expense Delegate

- Expense Delegates - CAN
 - Prepare travel request and expense reports (add receipts, allocation, itemization)
 - Can ONLY submit travel requests – if permission is granted by traveler
 - Reach out to Concur Support for alerts & warnings on report
 - Notify traveler report is ready for review & submission
 - Get status updates on submitted expense reports
 - Can work with Travel Team on returned reports for correction
- Expense Delegates – CANNOT
 - Submit expense reports for approval
 - Complete electronic Missing Receipt Declaration

Q&A

**Next Business Office Monthly Webinar
Tuesday, 11/12/24 8:30am – 10:30am
Register in Carolina Talent (search for Concur)**

Concur Support Upcoming Virtual Open Office Hours

Fall 2024 Concur Office Hours

Date	Time	Main Topic
Tuesday, Aug. 20 📺	2 - 4 p.m.	Travel Requests
Tuesday, Aug. 27 📺	2 - 4 p.m.	Expense Reports - Part I
Tuesday, Sept. 3 📺 (Video Recording)	2 - 4 p.m.	Expense Reports - Part II
Tuesday, Sept. 10 📺 (Video Recording)	2 - 4 p.m.	Navigation and Follow-Up
Tuesday, Sept. 17 📺 (Video Recording)	2 - 4 p.m.	Travel Requests
Tuesday, Sept. 24 📺 (Video Recording)	2 - 4 p.m.	Expense Reports - Part I
Tuesday, Oct. 1 📺 (Video Recording)	2 - 4 p.m.	Expense Reports - Part II
Tuesday, Oct. 8 📺 (Video Recording)	2 - 4 p.m.	Navigation and Follow-Up
Tuesday, Oct. 15 📺 (Video Recording)	2 - 4 p.m.	Travel Requests
Tuesday, Oct. 22 📺 (Video Recording)	2 - 4 p.m.	Expense Reports - Part I
Tuesday, Oct. 29	2 - 4 p.m.	Expense Reports - Part II
Tuesday, Nov. 5	2 - 4 p.m.	Navigation and Follow-Up

Drop-In Office Hours
Join Concur support's weekly virtual office hours via [Zoom](#).
Registration is not required. Questions regarding business travel and expense are encouraged!

Please submit your service requests to:

<https://go.unc.edu/concursupport>

Please send your emails regarding status of Expense Reports, Flight cost comparisons, policy related questions to:

travel_team@unc.edu

Please contact WorldTravel at (877) 602-4950 or email

uncch_travel@worldtravelinc.com

for assistance with booking air, car rental or hotel

For more information on policies/guidelines, please visit:

finance.unc.edu/services/travel

Web Links & Contact Information for Forms, Policies & procedures for UNCCH

- Concur Home Page – link to support, concur login, quick reference guides, training materials and all things Concur related

<https://finance.unc.edu/services/travel/concur/>

- Concur Support – to assist with navigation and functionality of Concur

<https://go.unc.edu/concursupport>

- For policy related questions, flight cost comparisons status of expense report send email to Travel Team travel_team@unc.edu
- For assistance with booking air, car rental or hotel and obtain cost comparisons contact WorldTravel at (877) 602-4950 or email uncch_travel@worldtravelinc.com

- Travel Forms & Policies

<https://finance.unc.edu/policies-procedures-and-forms/forms-libr>

- Travel & Expense Card – frequent used forms, policies, application and handbook guide

<https://finance.unc.edu/services/card-services/travel-expense-card/>

- PCard and University Travel Card questions can be emailed to pcard@unc.edu or travelcard@unc.edu as appropriate

- UNC Global Affairs for International Travel information & forms

<https://global.unc.edu/preparing-for-international-travel/>

- UNC Equal Opportunity & Compliance to request a travel medical accommodation

<https://eoc.unc.edu>

- Locate current Federal GSA (Government) Per Diem Rates

<https://www.gsa.gov/travel/plan-book/per-diem-rates>

- Locate International (Foreign) Per Diem Rates

https://aoprals.state.gov/web920/per_diem.asp