NAVIGATING CONCUR

Starting a Travel Request to Submitting an Expense Report
KEY POINTS

• Submit your travel request & wait for approval BEFORE booking your travel

• Add Ashlee Clark to the approval flow (Requests & Reports), first
  • The CHSS travel website shows which approver to add, depending on your department

• Personal travel MUST be documented in the Travel Request & Report
  • There is a new personal travel form, on the CHSS travel website

• Attach an at-a-glance schedule or memo (if there is no schedule provided) to the expense report (THIS IS REQUIRED)

• Change the speed chart number if you are not traveling with your home dept. & add the approver of the speed chart in the approval flow

• Import your travel expenses that you booked in Concur to the expense report

• Membership form is required when requesting reimbursement for membership

• We do NOT need a travel request if you are not requesting reimbursement for travel expenses. To request permission to leave campus, fill out the paper travel request form, found on the CHSS travel website
  • This is not required, but encouraged

• If you are ONLY requesting reimbursement for registration (NO other expenses), please fill out a paper travel request
  • Work with your departmental admin to get reimbursed through Owl Pay
COURSE PLOTTING:

- Slides 4-5: How to get to Concur
- Slides 6-19: Travel Request
- Slides 20-35: Booking Travel & Profile Settings
- Slides 36-39: Travel Report
- Slides 40-55: Per Diem
- Slides 56-63: Mileage & Ground Transportation
- Slides 64-69: Attaching Agenda & Other Documentation
- Slides 70-73: Missing Receipt Affidavit
- Slides 74-84: Importing, Itemizing, & Allocating
- Slides 85-89: Adding an Approver
GETTING TO CONCUR

http://hss.kennesaw.edu/resources/travel/
If you are not sure if you are set up in Concur, please select the “forgot password” or “forgot user name” link. If Concur was able to send you an email with the information, you ARE set up.

If you are not set up in Concur, please fill out the “New Travelers: How to Obtain Access to Concur” form on the HSS Travel Website.
TRAVEL REQUEST
HOW TO BEGIN A TRAVEL REQUEST

- Go to “+ New”, then “Start a Request”
Complete your Request Header

Request Name: “Destination, Travel Dates”

Example:
Charleston, SC 8/4-9/15

Trip Type: Domestic or International (NEVER Recruiting or Study Abroad - for HSS Travel)

Purpose of trip: Name of Conference, Workshop, Meeting, etc.

- The Speed Chart will be your default speed chart - usually your department’s speed chart
- If you need to change your speed chart number, select “Code” and then type the new speed chart number
PERSONAL TRAVEL DOCUMENTATION

When you add personal time to your travel, we need additional documentation (added to “Attachments”):

1. Approved Personal Travel Form (found on the CHSS Travel website)

2. Cost comparison print outs to show that the airfare doesn’t cost the university more

3. Back up documentation to show the business purpose (see form for more information)

4. PLEASE notate “Personal time” on the travel request in comments on request header. Indicate which days are personal and which days are business.

*Please note, YOU are responsible for any expenses incurred on personal days
TRAVEL AUTHORIZATION REQUEST: ADDING PERSONAL TIME

- This is a new form, designed by the CHSS Business Operations Team

- The form must be filled out and signed by the Traveler

- The form must also be signed by their immediate supervisor

- This form MUST be added to your travel request & expense report in Concur, as back up documentation
After clicking “Segments”, add your trip segments by selecting the icons.

Segments are:
- Airfare
- Rental Car
- Lodging
- Taxi Fare
- Per Diem
- Miscellaneous
- Pre-Paid Registration

Please make sure to research your trip before filling out a travel request.

To determine if you need to rent a car or drive your personal car, please use the cost comparison calculator: http://ssl.doas.state.ga.us/vehcostcomp/

*If you rent a vehicle outside of the state, you MUST use Hertz. If you rent a vehicle in Georgia, you may use Hertz or Enterprise.*

*If you are adding personal time to your trip, you must include the personal travel form and documentation. This should be added in “Attachments” on the request.
- If the airfare with personal time costs KSU more, please contact Ashlee Clark.

*The State liability policy is only in effect while the employee is using the rented vehicle for official State business. For this reason, personal use of the vehicle, including allowing friends or family members to ride in a State rented vehicle, is prohibited (BOR 4.5.1)*

*When requesting lodging in Atlanta written approval is required by your Chair and the Travel Dept. Please add the approvals to “Attachments” in the request. This will also need to be added to the expense report in “Receipts”.

*AirBNB & other residential lodging agencies are not reimbursable expenses, per the KSU Travel Department.

*For non-overnight travel, per diem is not eligible for reimbursement unless a waiver has been approved by the travel department ahead of time.

*Non-USG individuals are ineligible to ride in a rental car, this includes family members.

*The taxi fare segment is new to Concur. Please use this for all ground transportation (taxi, Uber, Lyft, etc.)

*Miscellaneous: Mileage, Parking, Internet, Baggage fees, etc.*
1. Choose either Hertz or Enterprise

2. Enter total mileage (roundtrip)

3. Enter the number of days you will be traveling.

4. This is if you have access to a KSU vehicle.

5. “Mid-Size” is the preferred vehicle. You may also choose “Compact”. You will need permission to choose a larger car.

6. Perform Calculations

**Hertz Capital Hill is for out-of-state**

1. Select pick up location for cost comparison purposes:
   - [ ] Hertz Capital Hill Location
   - [ ] Enterprise (In-state)
   - [ ] Hertz (In-State)

2. Enter the number of miles:
   - Business miles you plan to drive: [ ]

3. Enter the number of days (24 hour period) for which you plan to rent the vehicle: [ ]

4. Do you have access to a vehicle provided by your organization?
   - [ ] Yes
   - [ ] No

5. Select up to two types of vehicle for comparison by clicking on the picture below:
   - Compact
   - Mid-Size
   - Full Size
   - Mini Van

Only include commute mileage if you need to deduct your daily commute. If you are leaving from KSU enter “0”.

Capital Hill Fuel Calculations,

- Capital Hill mileage rates with Hertz Fuel Card (Place cursor over the words “Capital Hill” printed in blue)
- These calculations are for planning purposes only and may not represent actual costs. Calculations include anticipated fuel cost, vehicle type at the time of rental and mileage.
- **½ Day Rental at the Capital Hill location is at a reduced rate. All other locations ½ Day Rental is at the standard one day rate.**
- The standard mileage reimbursement rate is $0.58 per mile. If you have access to a vehicle provided by your organization but do not use it, the reimbursement rate is $0.2 per mile.
RESULTS:

This shows that renting a car is the most cost-effective mode of transportation for this particular trip.

If you would still like to drive your personal car, you will be reimbursed .17 per mile (Tier 2 rate).

*Paragraph 2.3 of the Statewide Travel Policy, normal commuting miles must be deducted when calculating total mileage reimbursement.
TeamWorks Travel and Expense participating agencies should submit all car rental reservations through TTE (Concur). If you have TTE questions please send an e-mail to sac_travel@sac.ca.gov.

Approved car rental sites are economy, compact or intermediate (midsize). Vans may be rented when there are more than four travelers. Other vehicle types require business related justification.
What do I do if I need to rent a car?

- All international rentals must be completed through Hertz.
- If Hertz does not have any vehicles or does not have a location nearby, contact the Travel department at 470-578-4394 for assistance.
- Bookings must be made in Concur or by contacting Travel Inc. (770-291-5190) to be direct billed to the University.
- Fuel Service, refueling, navigation and satellite radio options must be declined. These expenses are non-reimbursable.
- The allowable vehicle classes are Compact, Intermediate or Full size. Vans may be rented if there are 4 or more travelers. Vans up to 12-passenger must be rented through Hertz.
- International car rentals do not fall within the State liability coverage. Therefore, additional coverage should be accepted and is reimbursable for international rentals only.
- If you did not receive a final receipt, please obtain the receipt from the Hertz website for the country of travel.

Ref: https://fiscalservices.kennesaw.edu/travel/faqs/world.php
Miscellaneous expenses are all other expenses that do not fall under the other "segments". Please just indicate one amount for misc. and then note what these expenses are under "comments".
Double check your allocations within the segments section.

If you are traveling with more than one speed chart, split your allocation here.
You can allocate by Amount or Percentage.

To add a new Speed Chart, select “Add New Allocation.”

To change the Speed Chart, search by Department or Speed Chart number (Text or Code).

Save Allocations
Review your Approval Flow. If you have more than one Speed Chart number make sure that each Speed Chart’s approver is in your approval flow.

Add Ashlee Clark to your approval flow by clicking the second “+” beside the Manager Approval line.

*Important* Add Ashlee Clark to your approval flow EACH time you submit

Type “Clark, Ashlee” in the User-Added Approver line.
Once you have added your approvers, click “Save Workflow”

Click “Submit Request” once you have reviewed your Travel Request and are ready to submit

- Your Travel Request should be fully approved BEFORE you begin booking your travel.
- You cannot edit a fully approved travel request. If you need to revise your request with significant changes, you will need to delete your old request and submit a new one.
- Once you return from your trip, please begin your expense report. Make sure your request has been pulled into the report.
BOOKING TRAVEL & BEGINNING YOUR REPORT
BOOKING OUTSIDE OF CONCUR:

Can I book outside the system if I find a better rate elsewhere?

All employees are required to make reservations through the Concur or Travel Inc. per statewide Travel Policy. Contact Travel Inc. for assistance with difficult international itineraries or assistance with finding the best price.

Address any Travel Policy Exceptions prior to the trip start date. You must send an email to the department manager requesting approval and provide clear business purpose for the exception. Forward the manager’s approval email to the Travel Inbox at travel@kennesaw.edu for review.

REF: https://fiscalservices.kennesaw.edu/travel/faqs/world.php
TRAVEL AGENT QUESTIONS

If you need to book an airfare ticket for yourself & a companion or colleagues, have found a good deal outside of the system and want to see if Concur can match it (or do better), or just need information...

Call a Travel Agent at Travel Inc. (the travel agency we use through Concur)

770-291-5190
You are automatically charged a travel agent fee when booking with Concur:
- The fee to book online is $4.27
- The fee to book over the phone is $20.33
- If you edit your bookings (change flight time, etc.) you will be charged an additional fee

Booking all of your expenses together (airfare, rental car, and hotel) = 1 fee

If you book your expenses separately in Concur you will be charged multiple travel agent fees!
BEGIN BOOKING YOUR TRAVEL FROM THE CONCUR HOMEPAGE

Make sure you are booking your airfare in Concur.
AIRFARE IN CONCUR:

Use this tool to help accommodate your schedule & find your preferred flight. This is on the HOME PAGE of Concur.

Make sure Economy Class is selected

You can also “Shop by Schedule”
BOOKING AIRFARE

- When booking airfare, make sure your fare shows "This trip conforms to your company travel rules"

- Airfare should always be booked in Concur

*If adding personal time, your airfare comparison print outs should be from Concur and should be the first page of the list from your search
Ashlee do not review “Grant” Travel. However, when traveling with Federal funds, you must make sure that the flight is “Fly America Act Compliant”
AIRPORT PARKING: DISCOUNT

This box will populate once you click “Search” for your airfare. Click the “CLICK HERE” link to join the State of Georgia Spot Club to get discounts on airport parking.

-or-

BOOKING HOTEL WITH CONFERENCE RATE

• Finance and Accounting has approved the booking of Conference Hotels outside of Concur.

• If you are booking a hotel in the State of Georgia, please make sure to use the Hotel/Motel Tax Exempt Form (found on the HSS Travel Webpage)

• You CAN book the conference hotel in Concur if you wish:
  • On the last page before you confirm your reservation there is a section for “Travel Agent Notes”
  • Here you need to indicate the conference name, rate, and any additional information the travel agent will need to know
  • Then confirm your hotel reservation
  • You will receive an initial confirmation via email
  • You will receive a second email:
    1. Confirming the conference rate (OR)
    2. A direct email from the agent indicating that they couldn’t get the conference rate— if this is the case cancel the reservation and book directly through the hotel or conference
HOW TO SET UP GOVERNMENT RATES WITHIN YOUR PROFILE

Go to: Profile and then Profile Settings
HOW TO SET UP GOVERNMENT RATES WITHIN YOUR PROFILE

Select Travel Preferences

Check the Government Box & Save
AIRBNB AND OTHER “RESIDENTIAL” LODGING OPTIONS:

• From the State Travel Regulations: “All lodging claims must be documented with receipts and must be at a business that offers lodging to the general public, such as a hotel or motel, and not a private residence.” (Statewide Accounting Policy & Procedure, 3.1)

• Economy share lodging is not a reimbursable expense for domestic travel. This includes, but not limited to: AirBNB, VRBO, and HomeAway.

• Airbnb, VRBO and HomeAway will be considered for international travel. Send your request to travel@kennesaw.edu for a determination.

• An “Apartment” is not a reimbursable expense.

• For travel in rural areas, with no hotels, approval from the Travel Department before the trip takes place is required for residential lodging.
CANCELING A TRIP

- If you cancel a trip, and you’ve booked expenses in Concur, do NOT cancel your travel request

- If you cancel a trip, and you’ve incurred no expenses for that trip, cancel your travel request and notify Ashlee or Kacy

REF: https://fiscalservices.kennesaw.edu/travel/faqs/usa.php
CANCELLING A TRIP

• If you booked expenses in Concur:
  • You will need to call Travel Inc to cancel the airfare
    • Make sure to cancel BEFORE your trip would have occurred, to obtain a credit to be used for your next trip. If you do not have a trip coming up (within a year of the original booking), you may give that credit to someone else in the department.
    • Please reach out to travel@Kennesaw.edu for more information
  • You will then need to submit a travel expense report, when you WOULD have returned from the trip. The report should have the airfare and travel agent fee imported, along with a memo indicating why the trip was canceled.

• Please note, if you booked Rental Car or Hotel in Concur you will need to contact the vendors directly to cancel. You will, however, import the expense segments and leave the total as “$0”.
  • If you booked these expenses separately, we will still need to pay the travel agent fee(s), which will need to be imported to the report as well.
**IRS NOTICE:**

Employees should submit travel within 45 calendar days after completion of the trip or event.*

Expenses submitted more than 60 calendar days after completion of the trip or event, if reimbursed, are taxable income per the IRS.

REF: [https://www.usg.edu/business_procedures_manual/section4/C1159/#p4.2.4_approval_requirements](https://www.usg.edu/business_procedures_manual/section4/C1159/#p4.2.4_approval_requirements)

*Please note, the above references “after completion of the trip”, which is why hotel is not a reimbursable expense before the trip takes place.

(Registration is reimbursable through Owl Pay, once the request is fully approved.)
NEW EXPENSE REPORT:

- Go to Requests, View, Approved Requests. Once you’ve found your request, click the “Expense” link.
ALTERNATE WAY TO BEGIN AN EXPENSE REPORT

From the Homepage, click “Expense”, then “Create New Report”
After filling out your Report Header, click “Add” to add your fully approved Travel Request (if it’s not already attached).
PER DIEM
HOW TO ADD PER DIEM

- Once you have filled out your Report Header, Click “Next”.

You will then be asked “Will this Report include meals per diem?” Click “Yes”.
*If you did not click “Yes” to the Per Diem Question, but need to add per diem to your report, click “Details” and then “New Itinerary”*
THE FIRST STEP TO INPUT PER DIEM IS TO CHOOSE “IN STATE OR OUT OF STATE/INTERNATIONAL”

When you travel in state, you are eligible for 100% per diem for all travel days.

Any other travel outside of GA requires you to change to “Out of State/International”

If this is not done correctly, your report will be sent back to you for revision. You will need to completely redo the per diem section of your report.

*Please note, non-overnight travel is no longer eligible for per diem unless a special waiver has been approved by the Travel Dept.
IMPORTING ITINERARY

If you booked your airfare in Concur, you have the option to click the “Import Itinerary” button. This will pull in your itinerary for per diem (so you do not have to manually add it).

Please double check the itinerary, to make sure the itinerary is correct.
Create New Itinerary Stop:

- Type in the city you departed from, date, and time.
- Then, the city you arrived in, date, and time.
- Click “Save”. This is the first day of your itinerary.
• Fill out another itinerary stop and “Save”.

• You should now have your full itinerary (unless you travelled to multiple cities). If you travelled to multiple cities, please continue to fill out your itinerary.

You must have at least two lines for your itinerary. (Unless you only travelled one day).
- Click “Expenses and Adjustments” or “Next” twice
Here you will see the per diem calculated.

Indicate which meals you **DO NOT** want to claim (see Breakfast, Lunch, and Dinner provided). The per diem amounts will automatically populate on the right side.
• For personal days, click the “Exclude All” box.

• Next, click “Create Expenses”.
• Your Per Diem is now added to your Expense Report

*Make sure to include your conference at-a-glance schedule to your report as backup documentation showing whether meals were provided to you or not.
CHANGING PER DIEM ITINERARY

Go to:
- Details, Available Itineraries
NEXT, CLICK ON THE ITINERARY AND THEN SELECT “UNASSIGN”
SELECT THE ITINERARY AGAIN, THEN CLICK "DELETE"
NOW THAT THE ITINERARY HAS BEEN DELETED, CLICK “CREATE NEW ITINERARY”
BEFORE YOU BEGIN PLUGGING IN YOUR “NEW ITINERARY STOP” INFORMATION, CHANGE THE “SELECTION” TO “OUT OF STATE/INTERNATIONAL 75%”
MILEAGE & GROUND TRANSPORTATION
If you have not added your personal car to your profile, please do so before requesting reimbursement for mileage.

Go to Profile, Profile Settings, Expense Settings, Personal Car.
You DO NOT have to put your VIN # or tag #

Indicate Tier 1 as your “Preferred Car” and then click “new” to add another line for Tier 2. Then Save.

*Tier 1: .575 per mile
*Tier 2: .17 per mile
MILEAGE CALCULATOR

Click “New Expense” and then select “Personal Car Mileage”
Fill out all of the required boxes. Then select “Mileage Calculator”.

Leave the location lines and distance box blank; the Mileage Calculator will fill that information in automatically.
Type in the addresses of the locations you departed from and arrived to.

If you departed or arrived from home on weekdays (and did not go to work that day), please select the “Deduct Commute” box.

Click “Add Mileage to Expense” and you may select “Make Round Trip” and will not have to add another expense line for your return trip.

REF: https://fiscalservices.kennesaw.edu/travel/faqs/peach-state.php
After you have filled out the Mileage Calculator, the Distance and Amount is automatically filled in for you. Indicate Tier 1 or Tier 2. You must have added this to your profile BEFORE. Select Tier 2 if driving your car is not the most cost-effective mode of transportation. Click “Save”
When requesting reimbursement for ground transportation (taxi, Uber, Lyft, etc.) you must add a comment indicating where you are traveling to/from.

The “speech bubble” indicates that you’ve added a comment to the expense segment line.
ATTACHING AN AGENDA
HOW TO ATTACH AGENDA & OTHER DOCUMENTATION

Go to “Receipts”, then “Attach Receipt Images”
Click “Browse” and find the scanned copy of your agenda from your desktop (or other documentation that needs to be added).
Now that your file attached, please select "Close".

In addition to adding the conference at-a-glance schedule, please also add documentation to show if you are presenting at the conference or on a committee. This is now requested by the Travel Team.

To view your receipts go to: Receipts, View Receipts in New Window.
CONFERENCE AT-A-GLANCE

- If you do not have a copy of the program’s at-a-glance, but there is a website, please upload the link by going to:
  - Details, Comments
    - Also, notate if any meals were provided to you

- If you presented or had an integral part of the conference, please add the page noting this in program

- Please note, conference/meeting programs are **ALWAYS** required
  - If there was no formal program, then a typed memo explaining the business purpose is needed
  - Also, an itinerary showing each day’s business purpose is required
PERSONAL TRAVEL DOCUMENTATION

- We need back up documentation for both the Travel Request and Report.
- Personal travel should be pre-approved in the Travel Request, and documentation just added to the Expense Report.
- To add the documentation, add it to the report as a “Receipt” (see previous slide for directions on adding a “Receipt”).
- Documentation:
  - Travel Authorization Request: Adding Personal Time form (approved)
  - Airfare Cost Comparison print outs
MISSING RECEIPT
AFFIDAVIT
MISSING A RECEIPT?

Originally when a receipt was missing you had to fill out the Missing Receipt form, but now this is built into Concur.

Go to: “Receipts”, “Missing Receipt Affidavit”.
MISSING RECEIPT AFFIDAVIT

Check the expense that’s missing a receipt, click “Accept & Create”.

In using this you will be affirming that: I certify that all items indicated were purchased and received for Kennesaw State University business. I also understand that excessive use of this Affidavit instead of submitting actual receipts or invoices may result in loss of reimbursement for payments from personal resources and/or disciplinary action.
MISSING RECEIPT FORM

- If you are adding a Missing Receipt form instead of the “Missing Receipt Affidavit” in Concur, please note that the form is a standard form for the State of Georgia and is used for other systems, as well.

- This the correct form to use for Travel.

- Make sure you fill out the form, sign, and have your supervisor sign the form before uploading to your expense report in Concur.
IMPORTING, ITEMIZING, & ALLOCATING EXPENSES
HOW TO IMPORT EXPENSES

• Import **ALL** expenses related to your travel that you’ve booked within Concur:
  • Travel Agent Fee, Rental Car, Hotel, and Airfare

• Once you are in your expense report (after you have completed the per diem section) the expenses that need to be imported will show up on the right

• If you do not see expenses to be imported, please click the “Import Expenses” button

• Check the box beside each expense that needs to be imported to your expense report

• Click “Move”, “To Current Report”
YOU HAVE SUCCESSFULLY IMPORTED YOUR EXPENSES!

Make sure the airfare expense segment has the purple credit card icon & the blue airplane icon. Both are required. If you do not see both icons, please wait another day before importing the expense.

*Rental car is another expense that will need to be imported, if booked in Concur. This expense requires you change the amount to the final amount owed & a final bill from the rental company needs to be attached.


Hertz: https://www.hertz.com/rentacar/receipts/request-receipts.do
HOW TO ITEMIZE HOTEL EXPENSES

- Click “New Expense” and then “Hotel”
- Fill out all the appropriate lines for Hotel
- Attach the scanned PDF copy of your receipt (showing the method of payment)
- Then click “Itemize”

* If you did not book in Concur you will get an error asking you to explain why you did not book in the system- please type the explanation in the comments box and save (ex: Conference Hotel)
• The itemization tab will prompt you to fill in the travel dates, Room Rate, and any taxes you were charged.

• Additional Charges: Internet, Phone, Parking, Hotel Shuttle, etc. that you are claiming will also be itemized under “Additional Charges”.

• Then click “Save Itemizations”.
• If you get a red ‘!’ there is something wrong with the expense line and needs to be adjusted in order to submit your report.

• If your hotel amount is off by a penny or if the room rate was different per night you may adjust one itemized line amount at a time to match the total of the hotel bill. To do this, click the ‘>’ symbol beside the Hotel segment line.

These two numbers MUST be the same. The first is the total you are requesting and the second is the total that you’ve itemized.
HOW TO ALLOCATE EXPENSES IN EXPENSE REPORT

- Go to “Details” and then “Allocations”
• Click “Allocate Selected Expenses”
• The allocation will pull up on the right side

You will see all your expenses on the left side. Select the expenses you want to allocate or check the top box to “select all”.
• Click “Add New Allocation” to add a speed chart number
• Then you may allocate by amount or percentage
• Once you have added your allocation line you may type in the appropriate budget

• You may search by Text (name of department) or Code (speed chart number)

Once you have added your allocations, Click “Save”.

![Expense Center screen showing allocation and search options]
LIMITING YOUR REPORT TO CERTAIN AMOUNT

• If you are only eligible to receive reimbursement for a certain amount you have two options:
  • Only include the expenses you are eligible for (PREFERRED OPTION)
  • Check the personal expense box for the expenses that you are not eligible for reimbursement. This box is within each segment line.
    • Please note, your totals are not always accurate at first glance, with this option
ADDING AN APPROVER
HOW TO ADD AN APPROVER:

Select "Details", then "Approval Flow"
Click the Plus Sign beside “Manager Approval”
Type: “Clark, Ashlee”

Save Workflow.

Then, “Submit Report”!
THAT WASN'T SO BAD, RIGHT?

If you have questions, feel free to contact:

Ashlee Clark, aclark92@kennesaw.edu  470-578-7798