UNIVERSITY of ALASKA

*Many Traditions One Alaska*

# TRAVELER QUICK GUIDE

## Appendix C

An abridged guide to the three main Concur modules for travelers:
Request, Travel, and Expense

**Updated: 1 October 2020**

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# Introduction

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

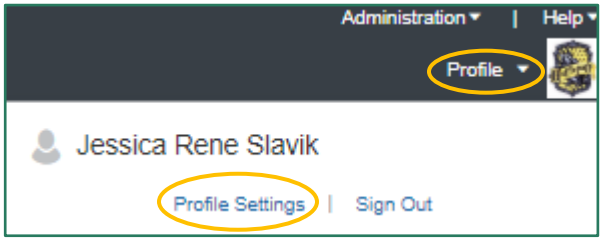
2. Login via single sign-on (SSO) using your UA credentials

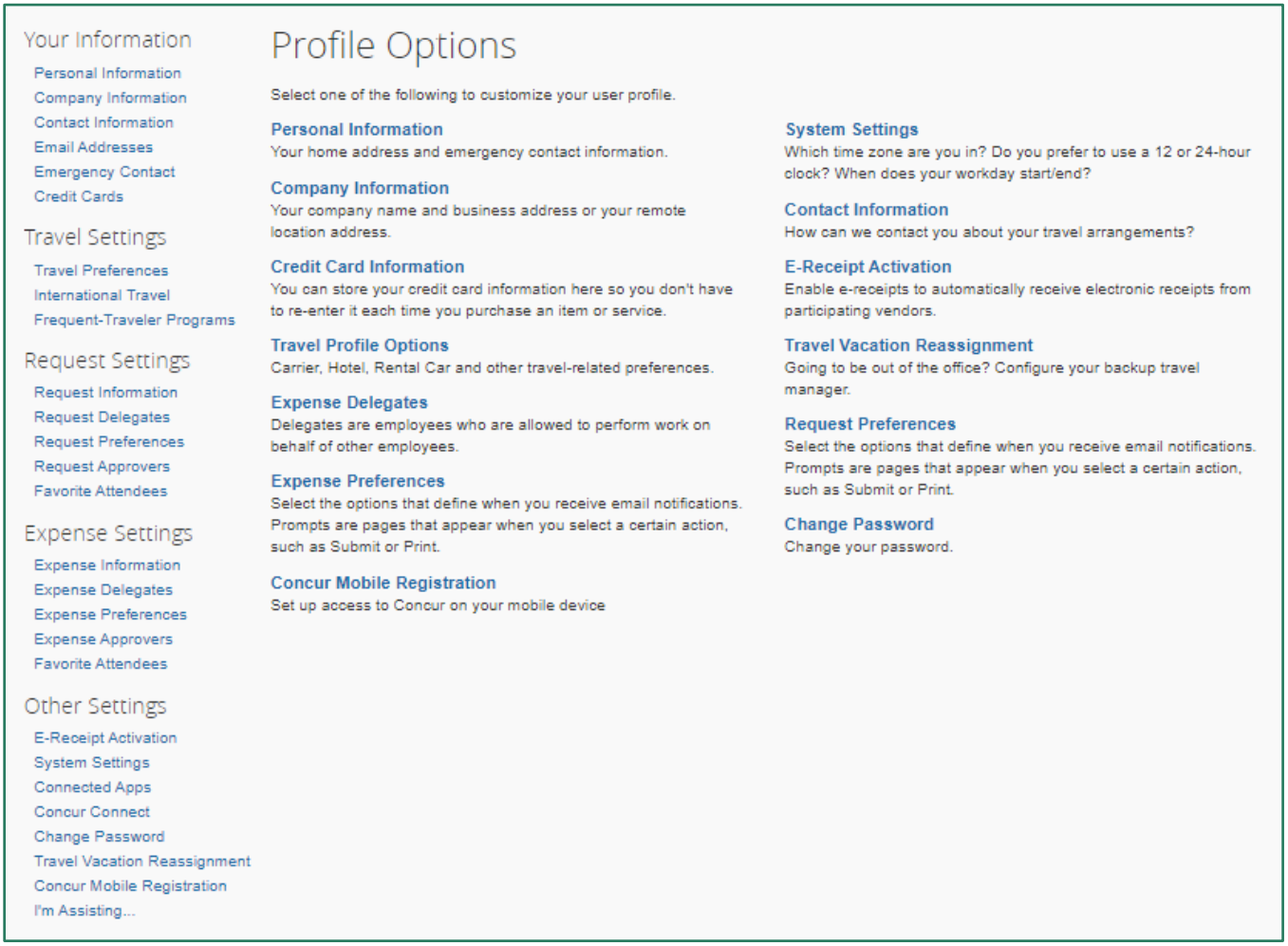
Your SSO information including passwords is managed by OIT through ELMO.

# 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.



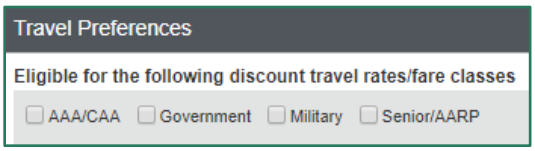
## Personal Information

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).

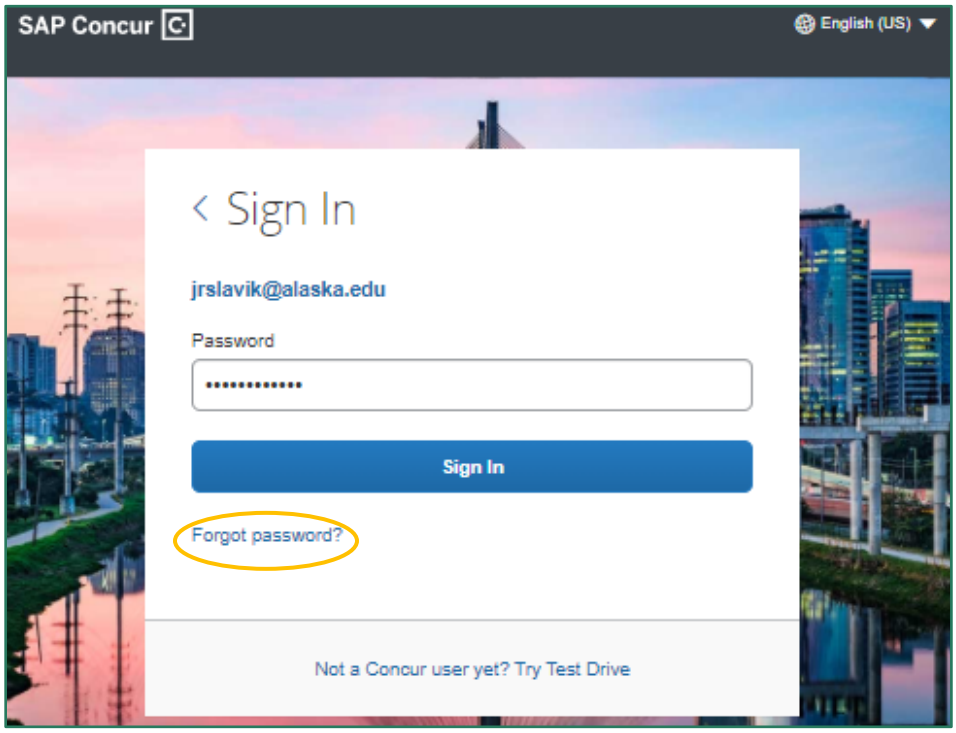
DO NOT include special characters such as periods and hyphens. Special characters in the name, mileage plan, etc. cause the account to error during booking.

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.



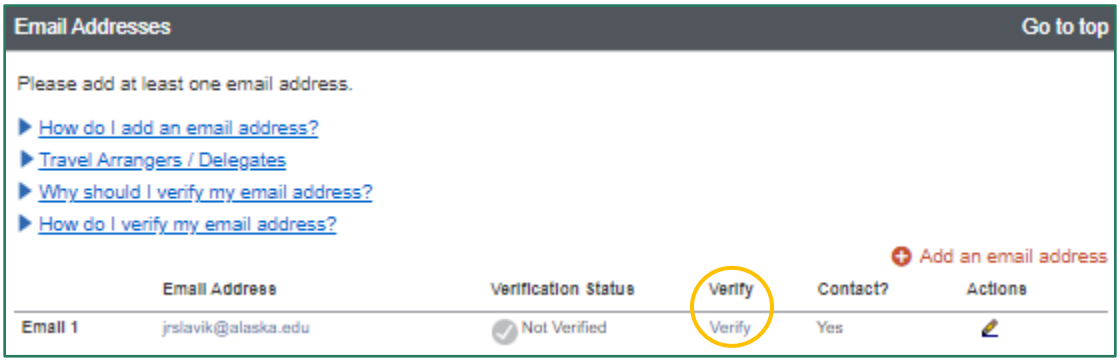

**Hot Tip**: We recommend alaska.edu users also set a password in their Concur profile. This allows you to access Concur via Concur Solutions in the event the UA server is down. If you do not, Concur Solutions is still an accessible login. Click "Forgot password?" to set/reset the account password. This password is not linked with your SSO password.



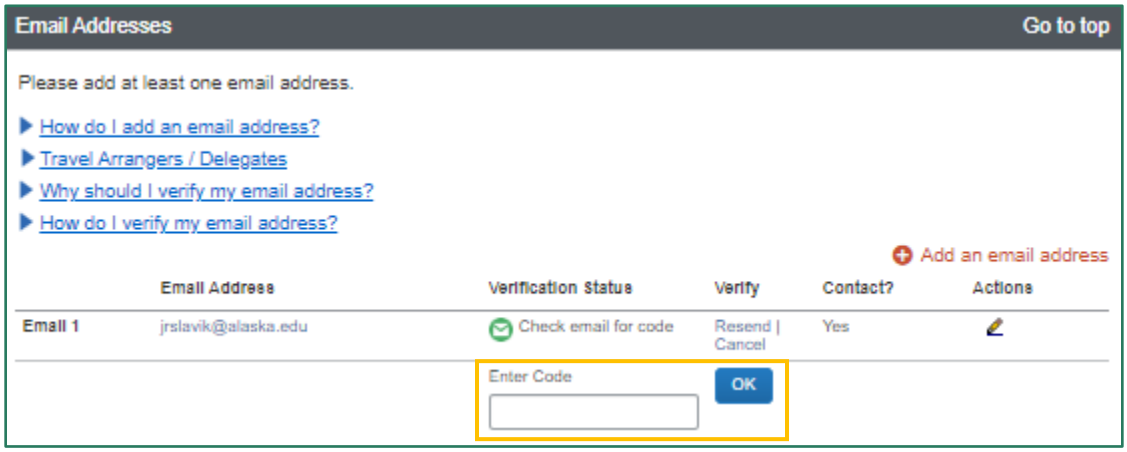
# Verify Email

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.

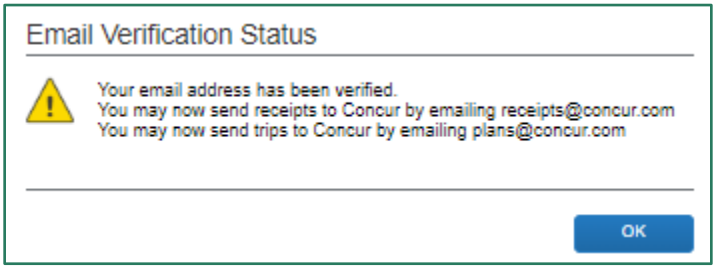
1. Scroll down the page to the Email Addresses section in Personal Information or click the Email Addresses link on the left side of the page
2. Click the Verify link next to the email address



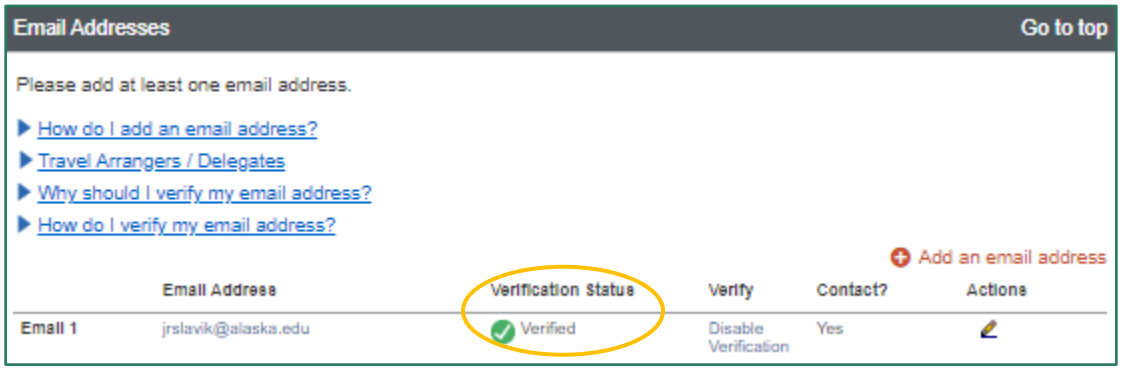

3. The system sends a verification code to the email address
4. Enter the verification code in the Enter Code field and click "OK"




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

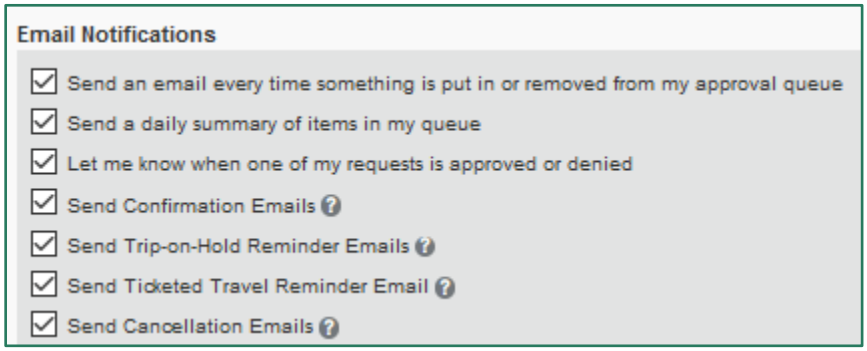



## Email Notifications

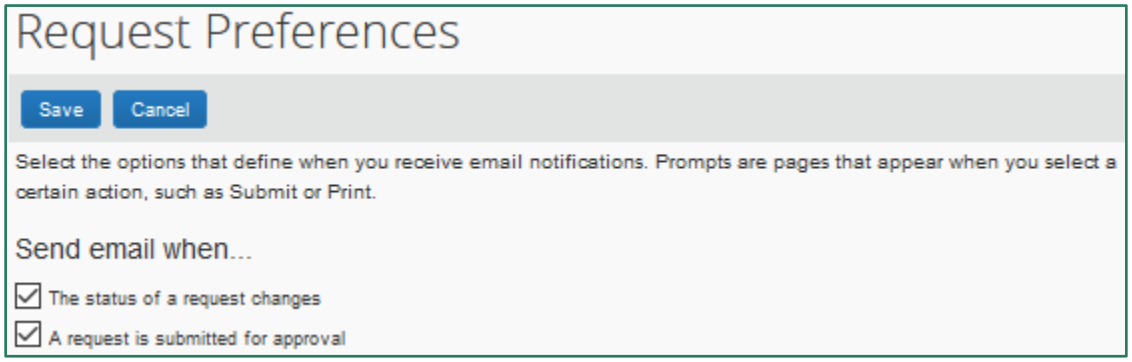
Concur offers multiple email notification options for Request, Travel, and Expense. You can manage some of the Concur email notification settings in three areas.

**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.

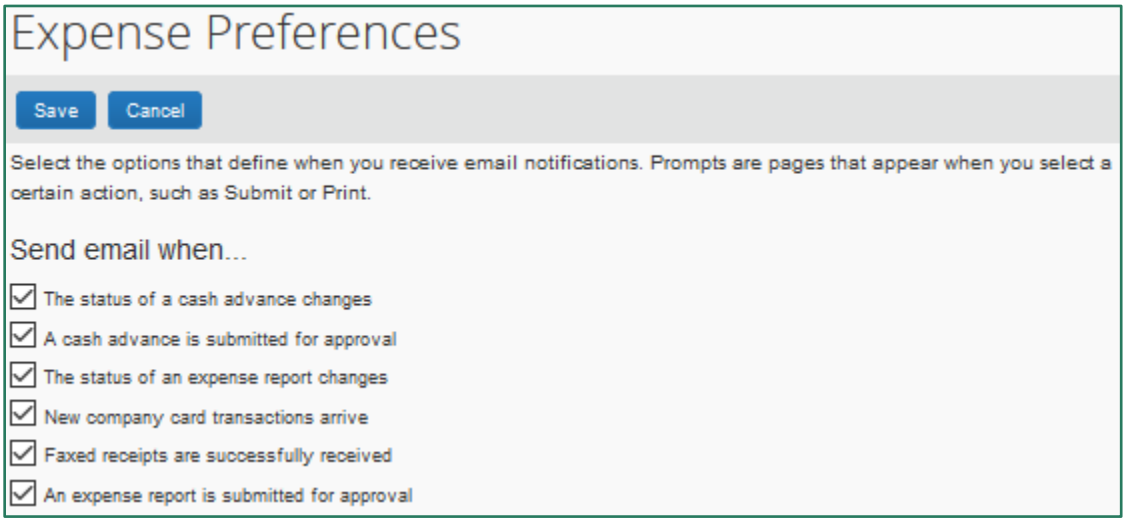
1. System Settings




2. Request Preferences



3. Expenses Preferences




## Activate E-Receipts

The "E-Receipt Activation" link is found under Other Settings in the left-hand column. You can enable or disabled e-receipts at any time.

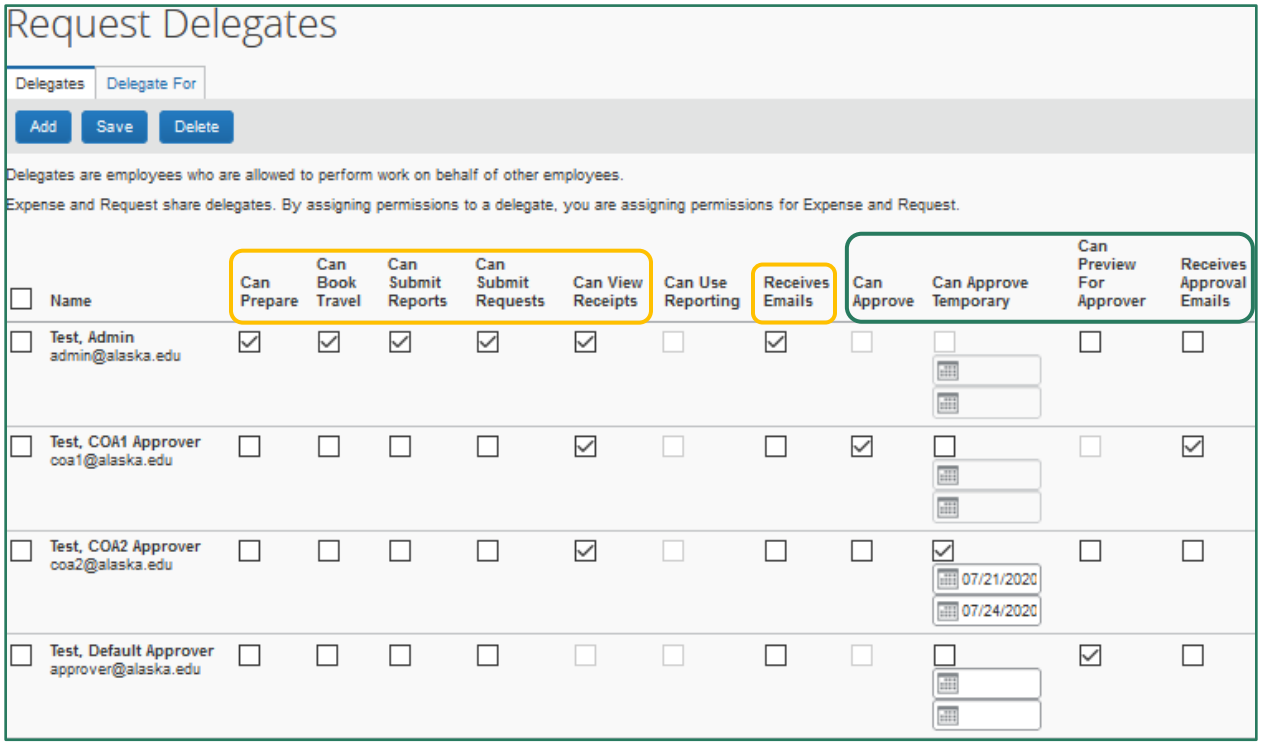
E-receipts are available for vendors with a Concur relationship. When you enable e-receipts and either connect to a supplier through the App Center or the My Travel Network in Concur, these e-receipts show up in Expense under the Available Expenses/Receipts section.

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).

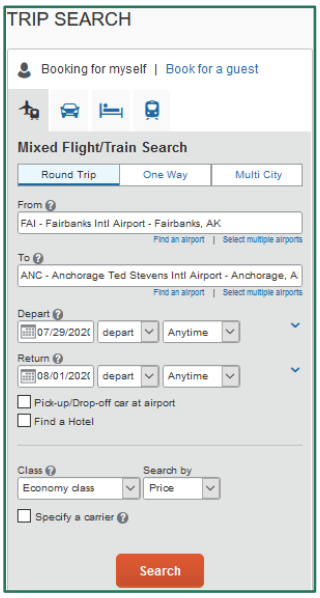
Before starting a Request, gather and work out basic itinerary details:

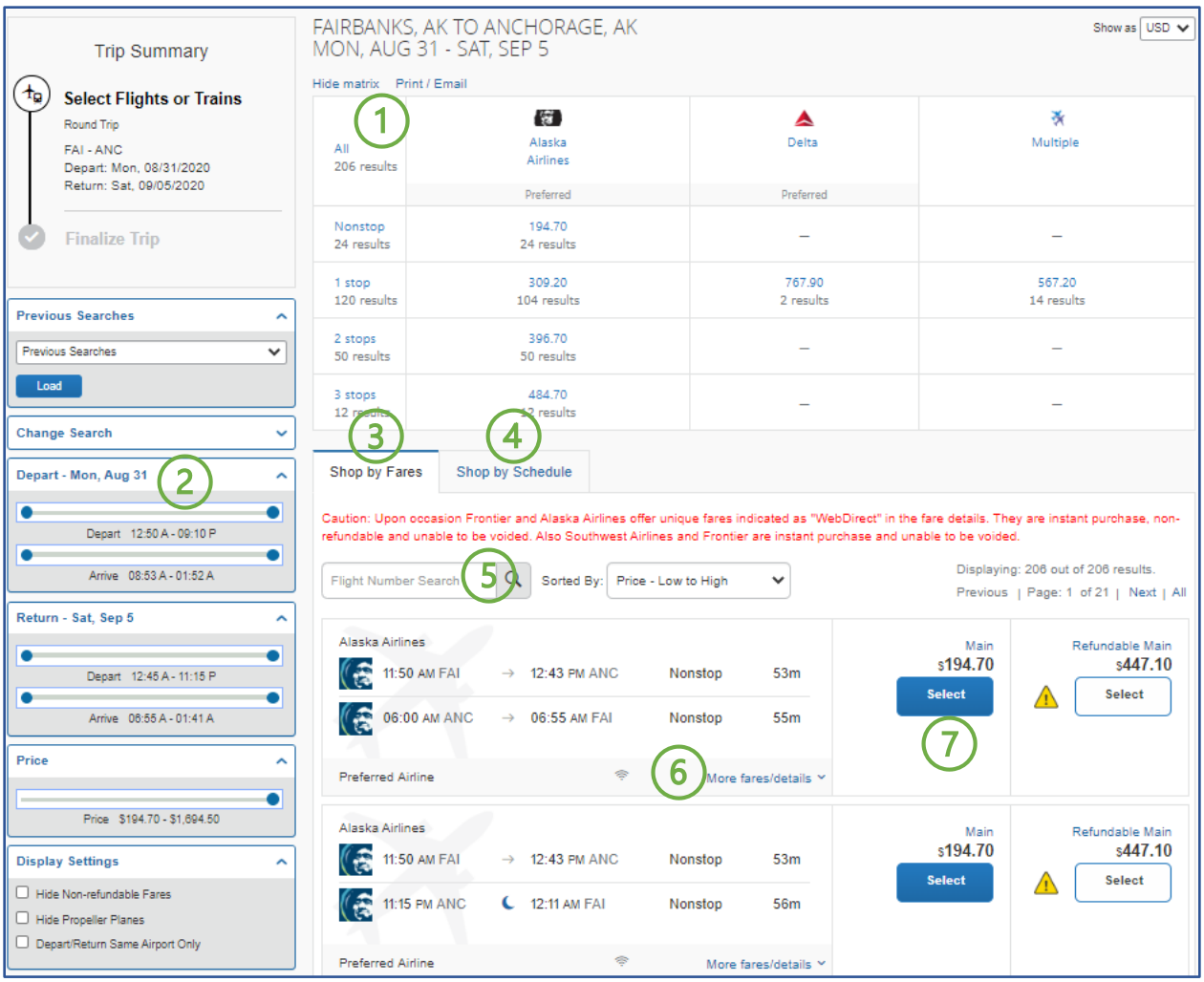
1. To where and when is business travel needed?
2. Will the trip include personal travel days? If so, what dates?
3. How are you getting there? Where are you staying? How will you get around once there?
4. Are you taking the per diem allowance? Are you taking meal support at actual cost ("Actual Meal") 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

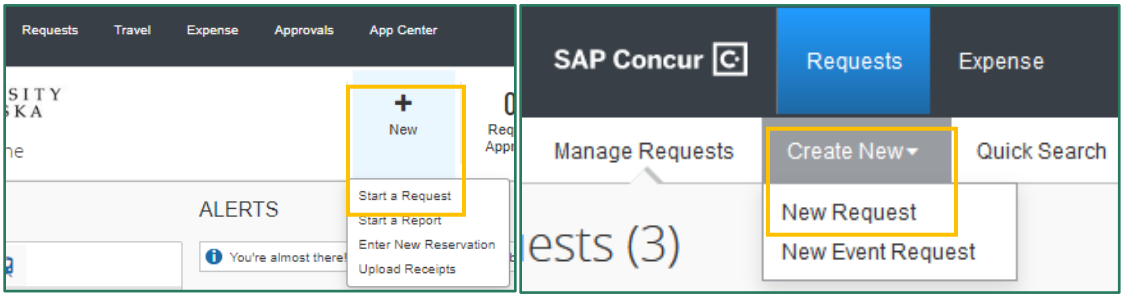




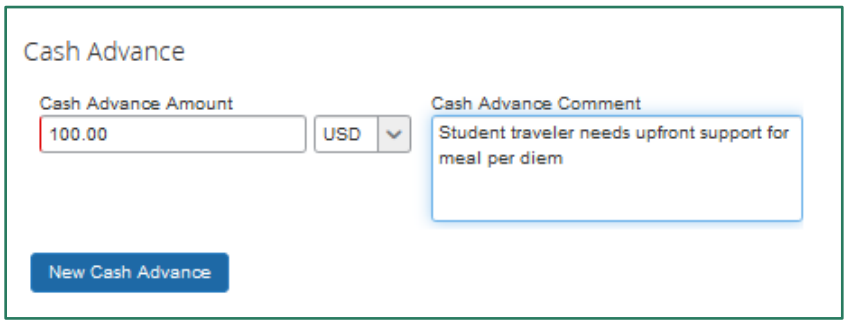

1. Top Matrix – Filter by airline or number of stops
2. Left Filter Fields – Filter search by flight times, prices, and airports
    a. Open "Change Search" to adjust dates, times, and locations
    b. Change departure times to "Anytime" to search for all available flights (highly recommended for all 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

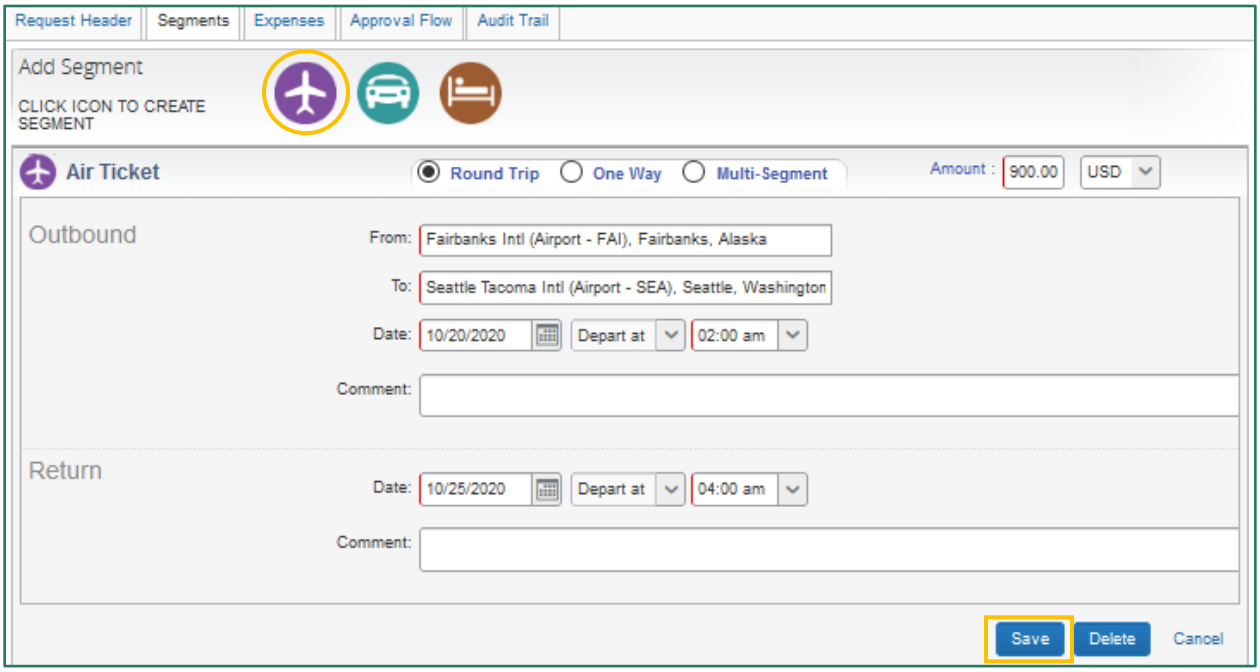
1. Create a new Request by selecting “Start a Request” from New on the homepage or “New Request” from the Create New menu in the Request module




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

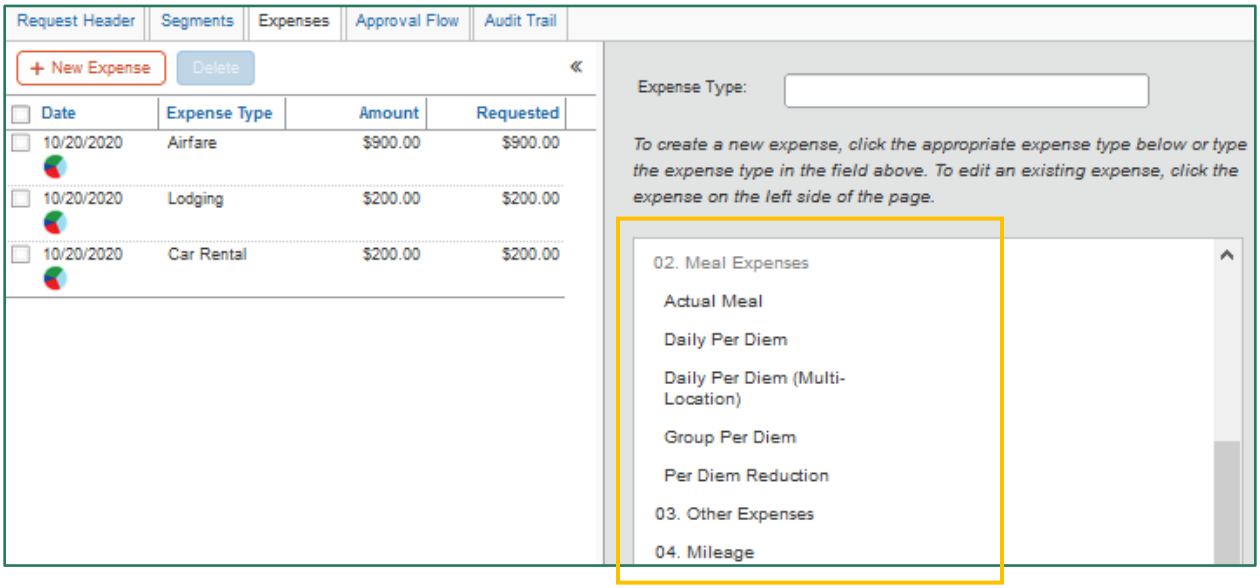


4. Select the Segments tab to enter airfare, lodging, and/or car rental expense information

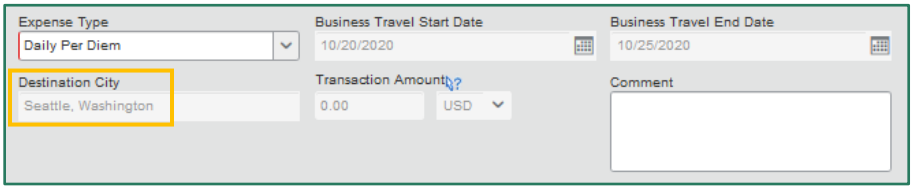



a. Click the icon to create the associated expense
b. Enter information in the required fields and Save
    i. Type of airfare routing during booking is restricted to the information entered in Segments (i.e. round trip, one way, or multi-segment)
        1. If flight will include a layover longer than 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

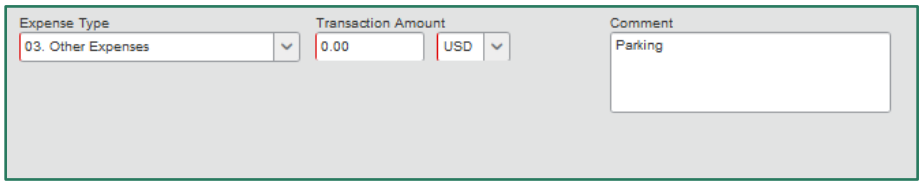
5. Select the Expenses tab to add additional estimated expenses other than airfare, lodging, and car rental



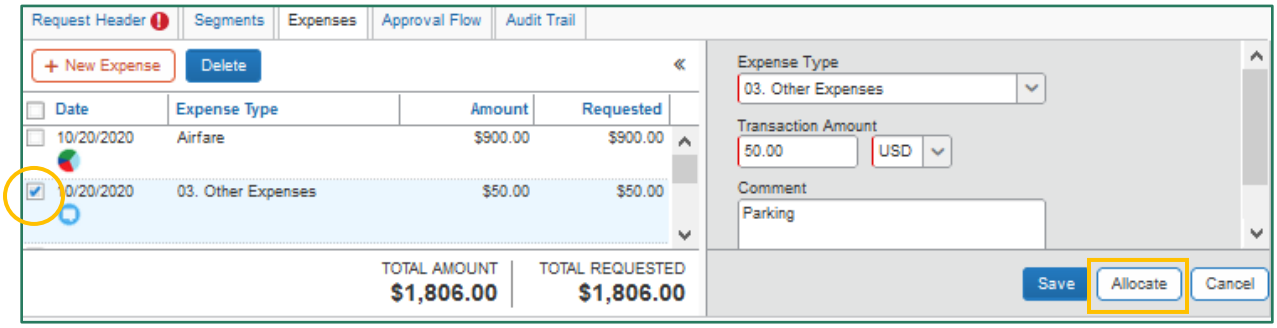

a. Select the Expense Type from the list on the right (use + New Expense to view this menu if not already visible)
b. "Daily Per Diem" calculates based on the final destination and business travel dates in the Request Header



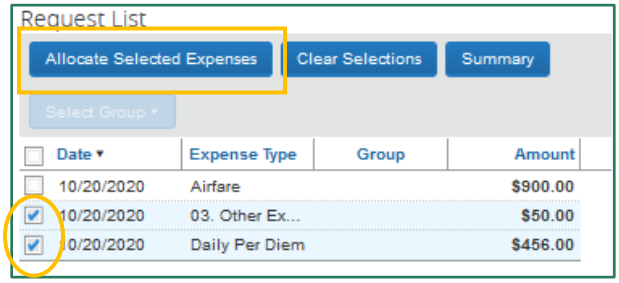

c. Use "Other Expenses" to capture expenses without an assigned Expense Type (e.g. supplies or parking); more specific designations are available on the [expense] Report



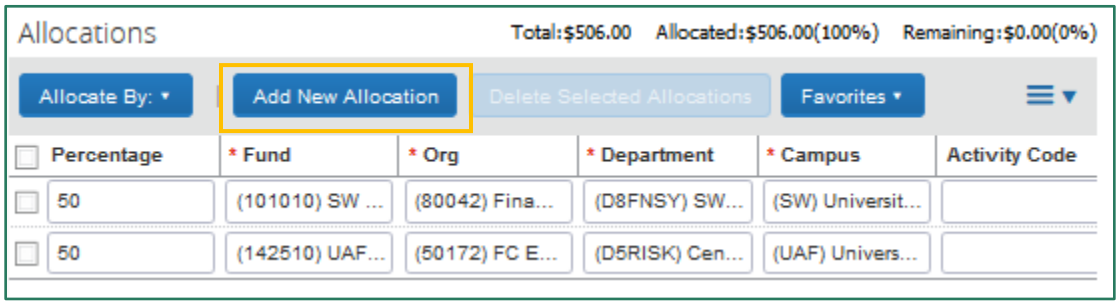
6. If needed, allocate expenses to additional funding sources
    a. Select any expense from Expenses and click “Allocate”



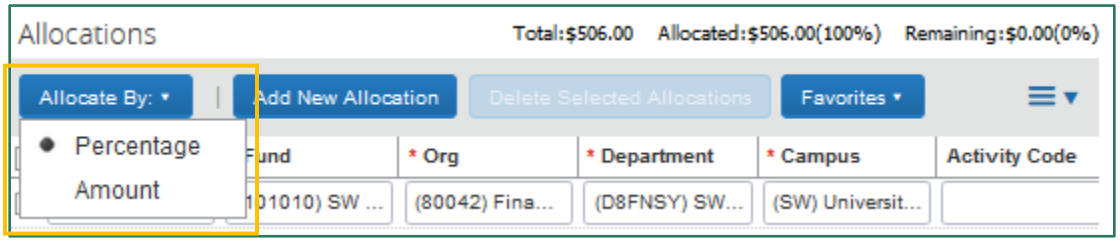

    b. Select expenses to allocate and click “Allocate Selected Expenses”
        i. Segments are always allocated together on the Request
        ii. The option to separately allocate Segments is available on the Report



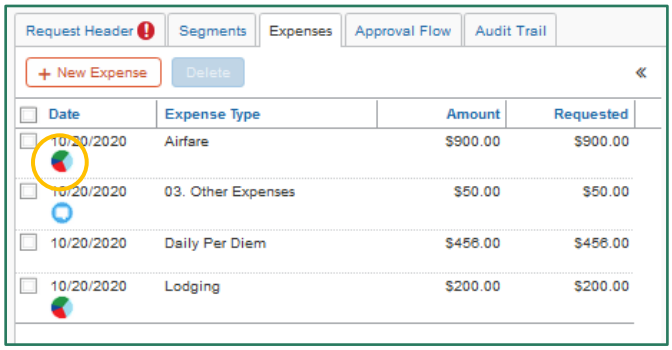

    c. If assigning the full cost of selected expense(s) to one funding source different from the primary funding on the Request Header, enter the funding here and Save
    d. If assigning the cost of selected expense(s) to multiple funding sources, use Add New Allocation to enter additional funding and Save



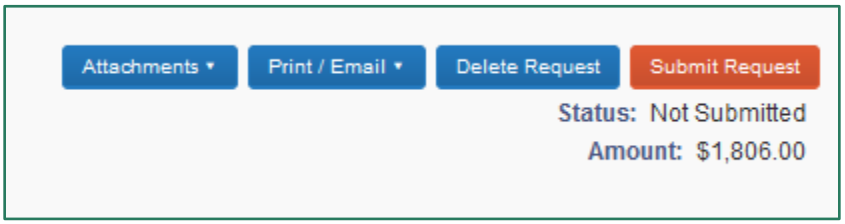

    e. Allocate By provides options to allocate based on percentage or amount



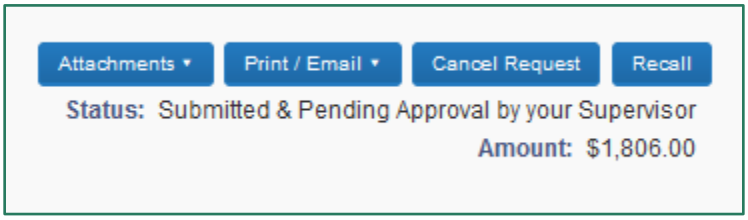
f. Allocated expenses are indicated by the multi-colored pie chart icon



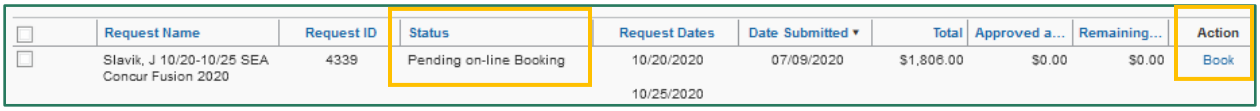

7. Select Submit Request followed by Accept & Submit on the Final Review pop-up window




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



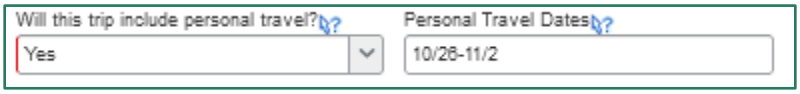

9. Depending on your email notification settings, you receive an email notification of Request submission, return, and/or approval(s)
10. Once approved by all approver's in the Approval Flow, Action has either a "Book" or "Expense" link available



# 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.




## 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@travelctm.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.

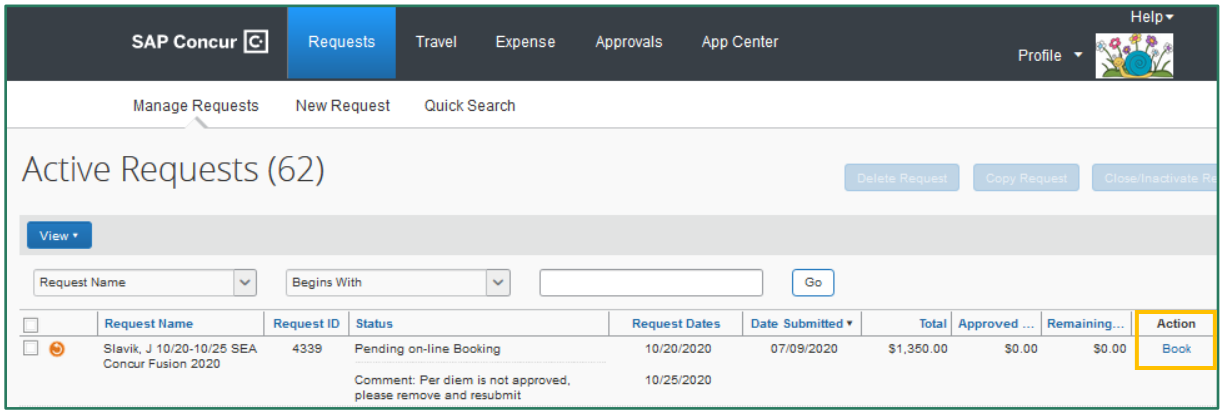
**Note**: The option to use the agency card for car rentals is not available.

## From Request

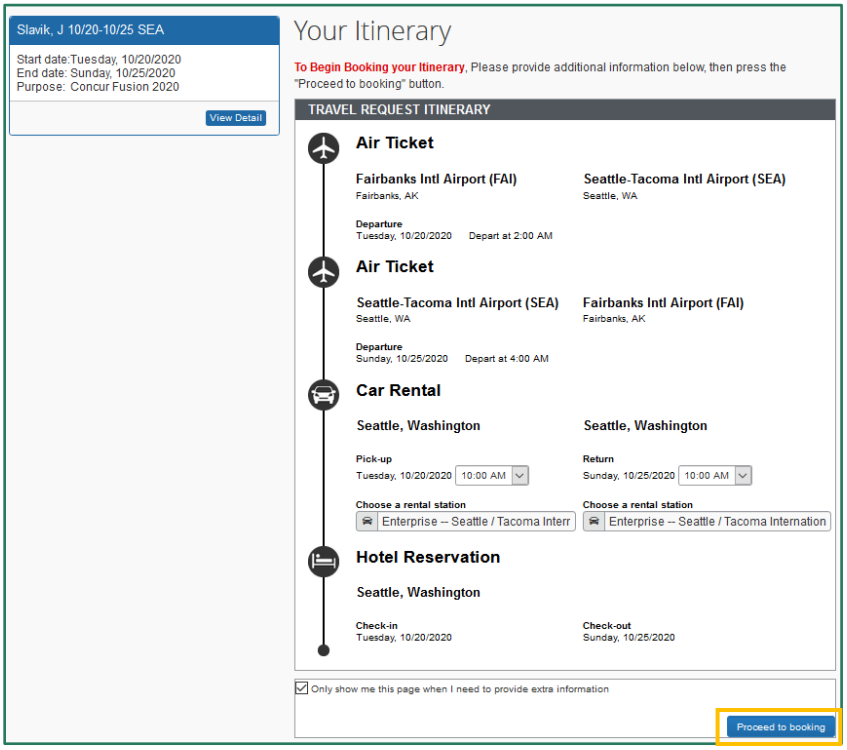
If using the booking tool, book from the approved Request. Do not stop in the middle of the booking. If you do, the link between Request and Travel is broken which generates a new Request. If booking is interrupted, go back to the Request to re-start the booking process.

**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.

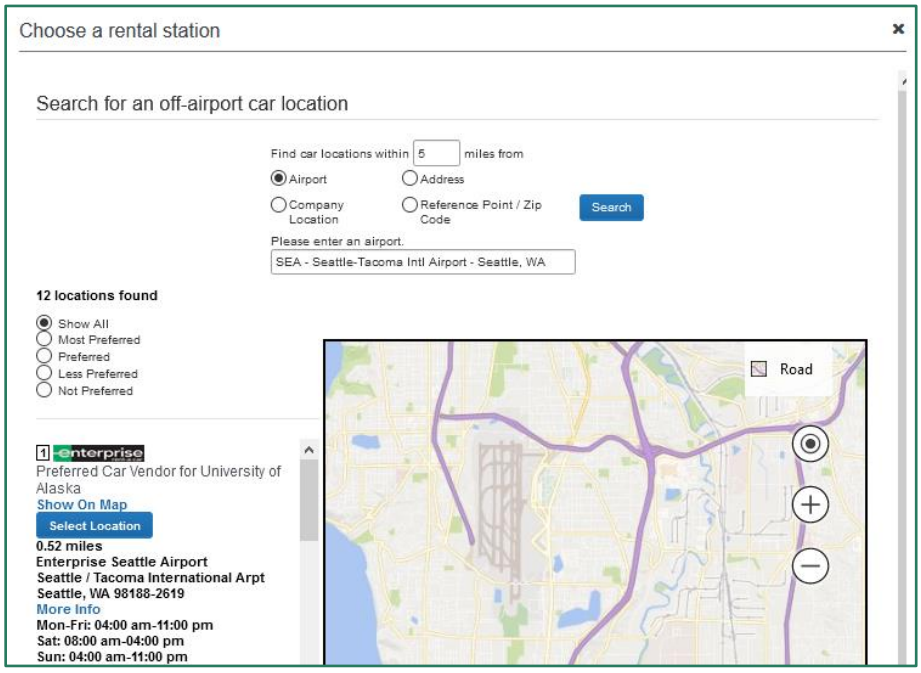
1. In the Request module, click "Book" in the Action column of the associated Request



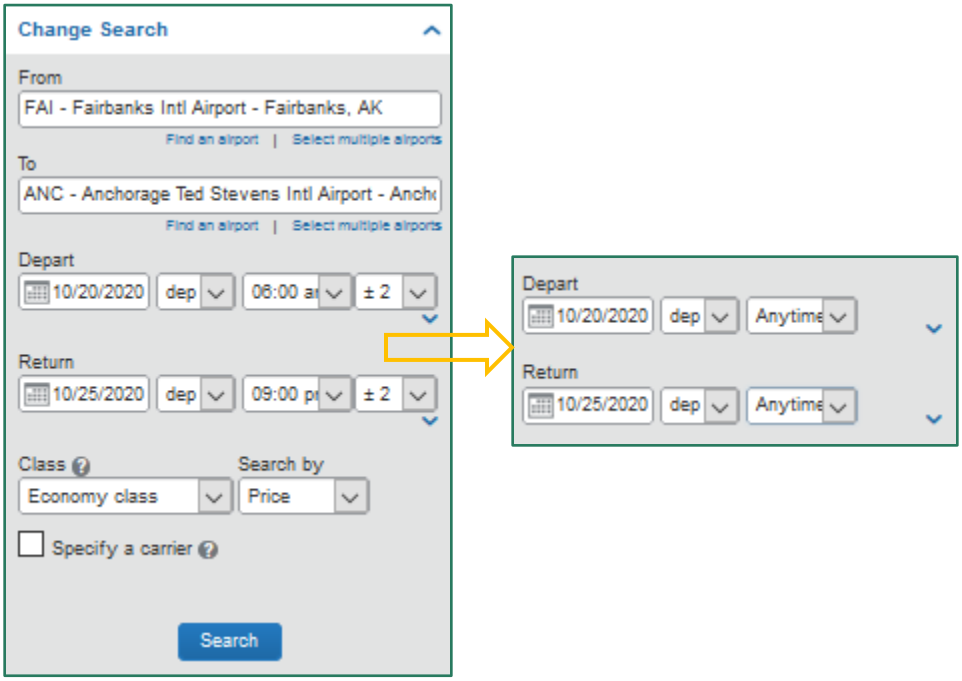

2. Your Itinerary
    a. Information entered in Segments is plugged into the booking tool
    b. Dates, times, and locations for each segment are changeable after this screen



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)

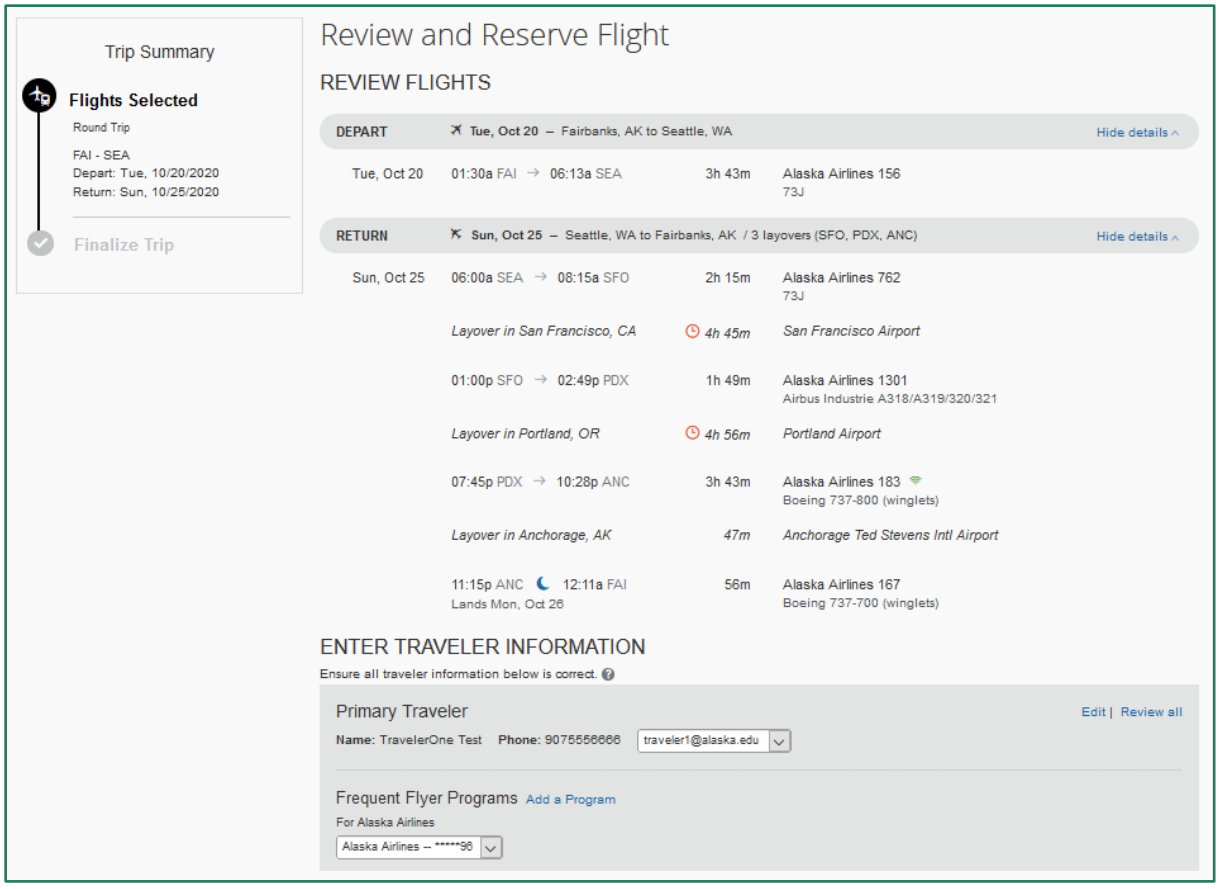


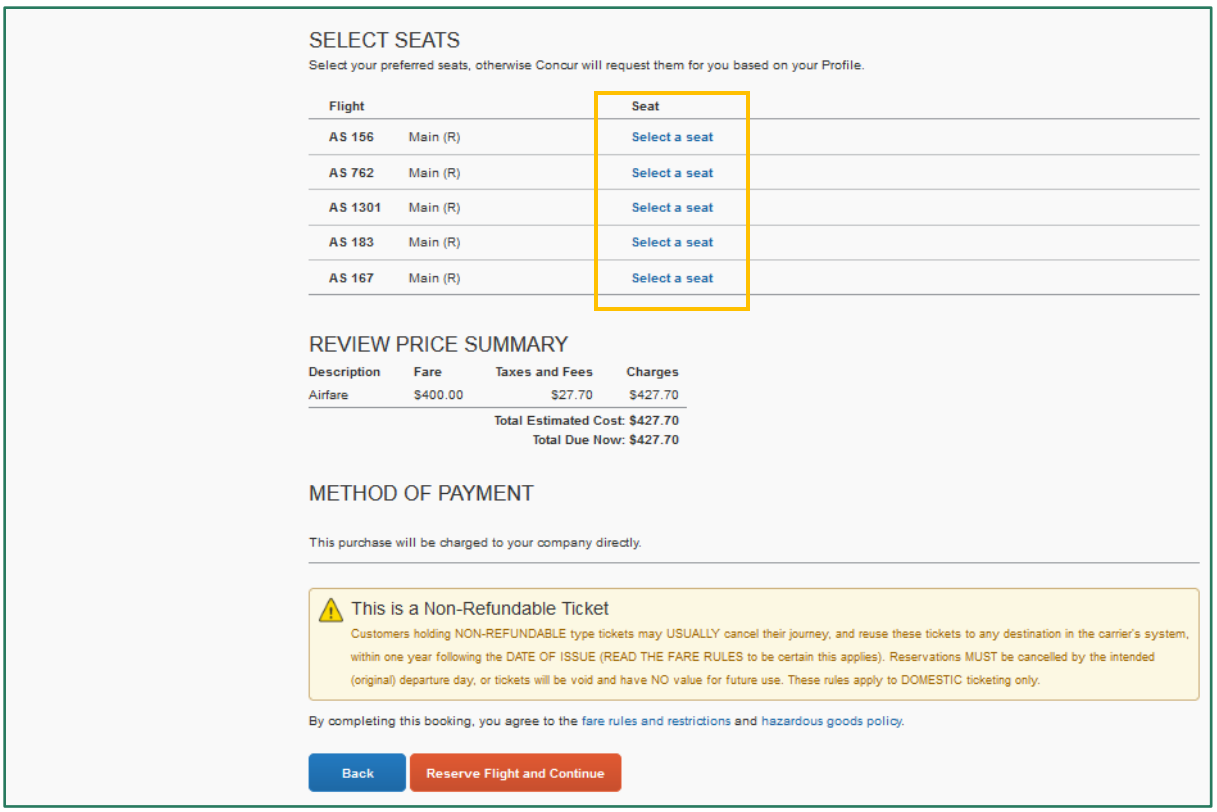

3. Run Template – Indicate whether federal funds are used (for reporting purposes only)
4. Segment Search and Select
    a. Select desired airfare, lodging, car rental, and/or train
    b. Open the "Change Search" field to adjust dates, times, and locations
    c. For airfare, change departure times to "Anytime" to search for all available flights

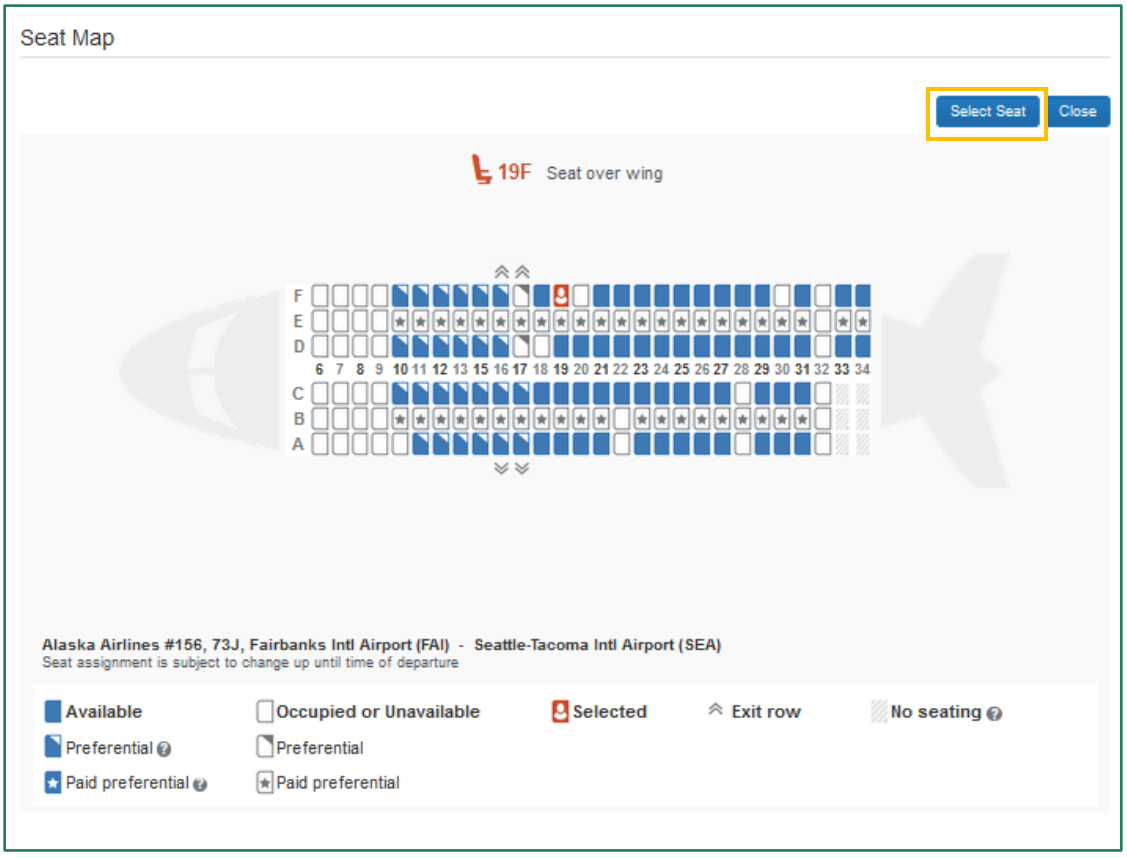


d. Use the matrix, filter, search, and sort options to find the desired booking (See "Submit a Request: 'Look but Don't Book'" for tips on using the search features)
e. Car rental and lodging are skippable bookings; scroll down to the bottom of the page to find the skip option
f. Trip Summary provides booking progress and Total Estimated Cost after each segment

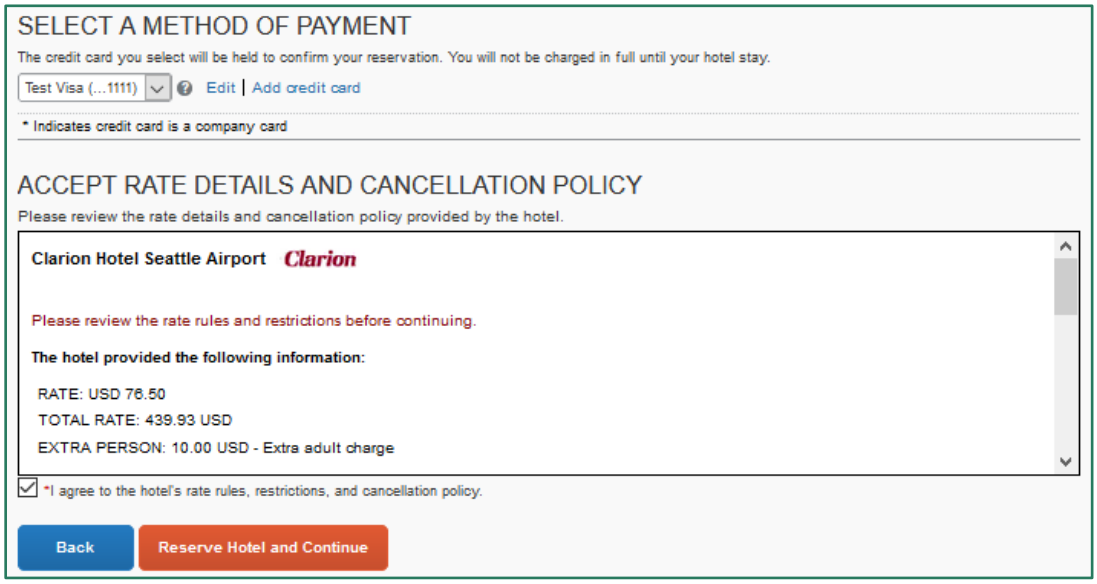
5. Review and Reserve [Segment]
   a. Review, reserve, and add travel preferences after each segment
   b. Airfare – Seat selection is available at this point; however, you can manage your seat preferences, including upgrades, directly through the carrier's website or app once flight is ticketed



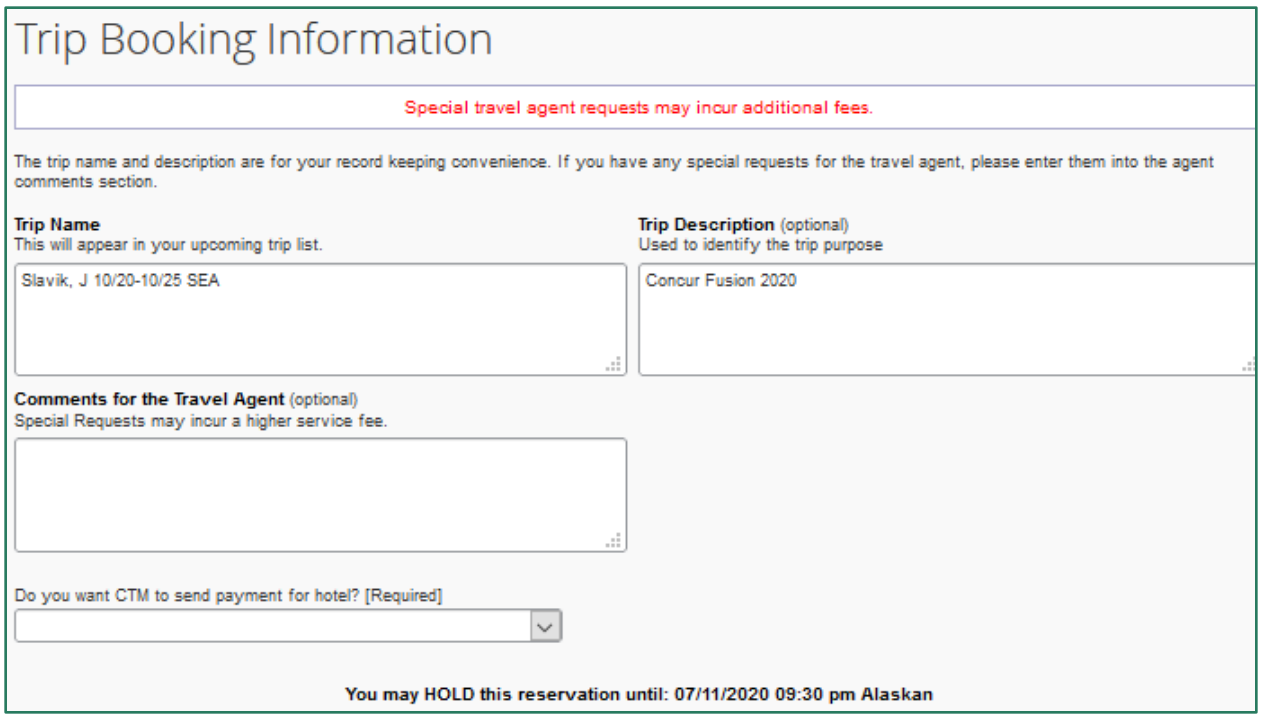

SELECT SEATS
Select your preferred seats, otherwise Concur will request them for you based on your Profile.
Flight
Seat
AS 156 Main (R) Select a seat
AS 762 Main (R) Select a seat
AS 1301 Main (R) Select a seat
AS 183 Main (R) Select a seat
AS 167 Main (R) Select a seat
REVIEW PRICE SUMMARY
Description Fare Taxes and Fees Charges
Airfare $400.00 $27.70 $427.70
Total Estimated Cost: $427.70
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 reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). 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.
Back
Reserve Flight and Continue

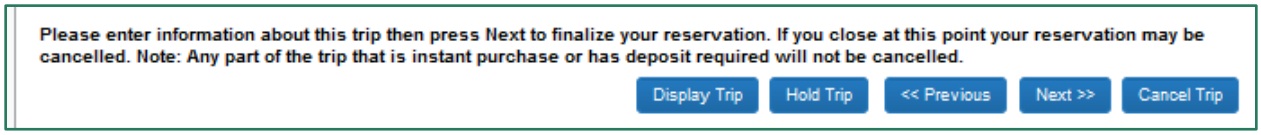

Seat Map
Select Seat
Close
19F Seat over wing
F
E
D
6 7 8 9 10 11 12 13 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34
C
B
A
Alaska Airlines #156, 73J, Fairbanks Intl Airport (FAI) - Seattle-Tacoma Intl Airport (SEA)
Seat assignment is subject to change up until time of departure
Available
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; 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




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

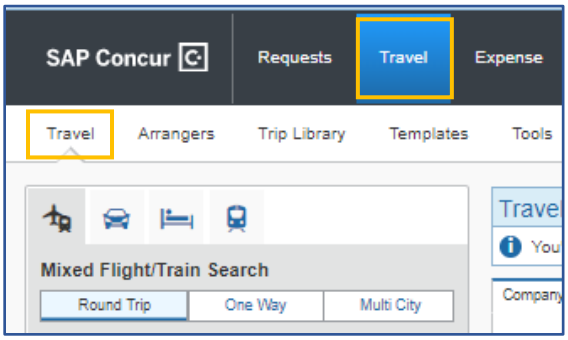
## From Travel

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.

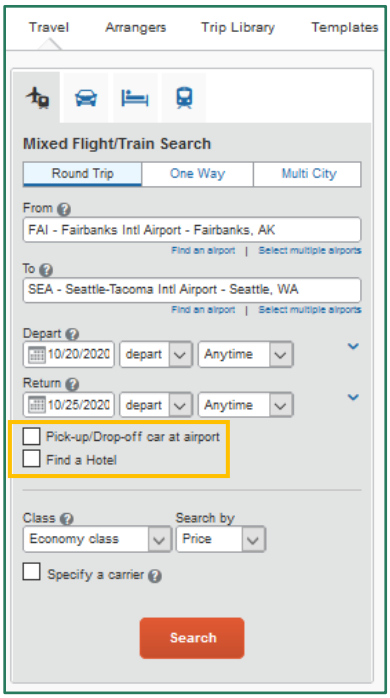
If using this method, you must remember that an approval time limit is placed on the Request. The booking is cancelled and the Request voided if not approved in time.

**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.

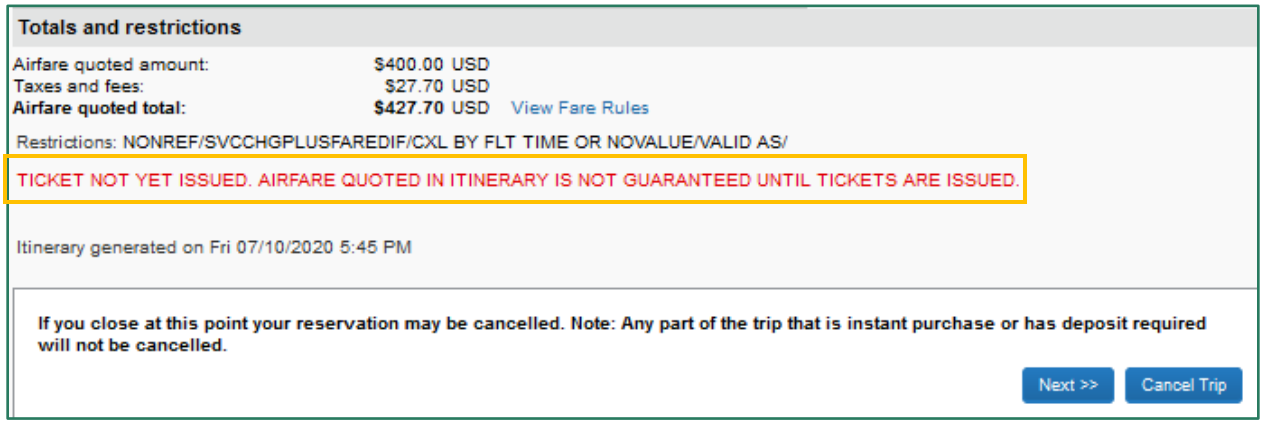
1. Enter your booking information in the booking tool of the Travel module

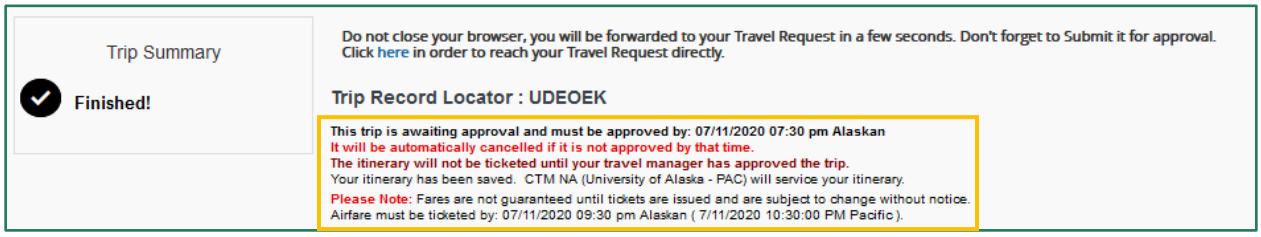



   a. Select "Pick-up/Drop-off car at airport" to add rental car to airfare
   b. Select "Find a Hotel" to add hotel to airfare



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




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

    b. Provided as "Status" under My Trips>More
    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 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

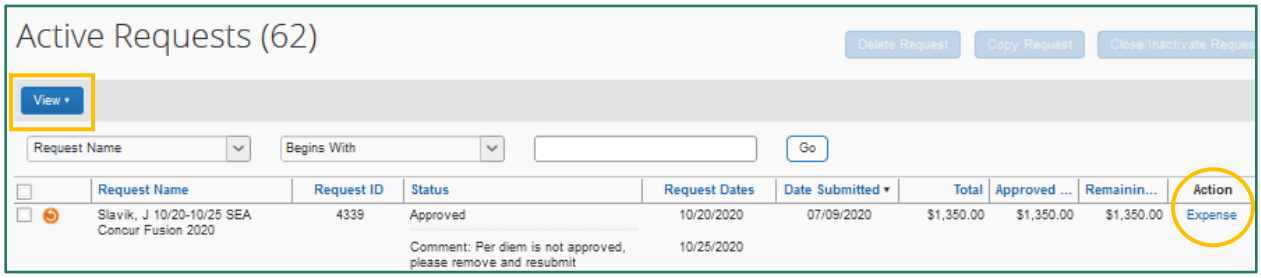
The Expense module is used to manage expenses, receipts, and expense reports. The [expense] Report is the official document for approving travel costs and dates associated with an authorized trip. It provides final documentation of the trip as it happens including detailed itemization of costs and modifications 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.

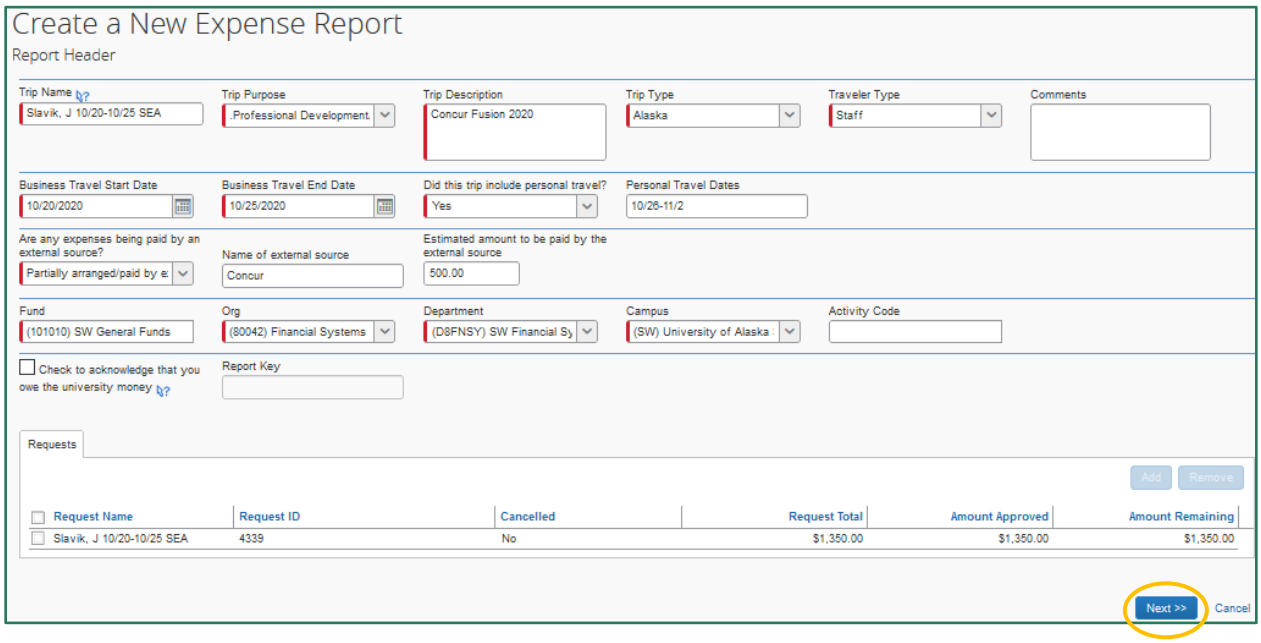
It is recommended to start the Report as soon as the "Expense" link is available on your Request. This helps you manage your expenses on the go.

## From Request

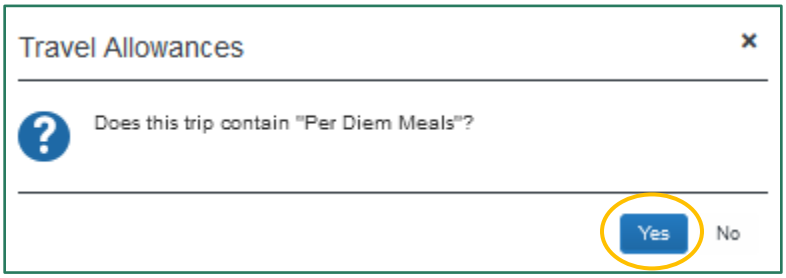
1. Click the "Expense" link under the Action column of the Request; use the View drop-down menu to change the filter if your Request is not listed under Active Requests



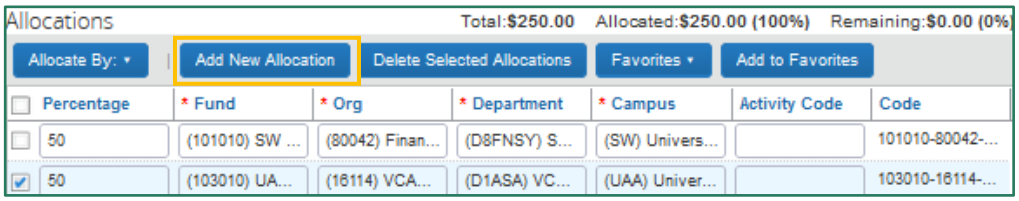

2. Verify the Header information from the Request is still accurate and click Next
    a. The information auto populates from the Request Header
    b. Make any corrections based on changes since original trip approval



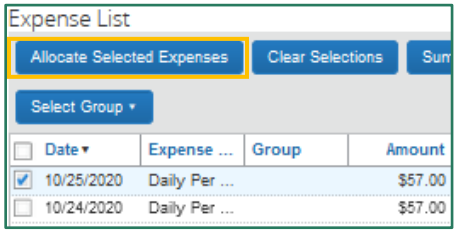
3. Answer “Yes” to the per diem question if this is the first Report for a completed trip even if you are not claiming per diem reimbursement (the Travel Allowance is the official documentation of your time in travel status)




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

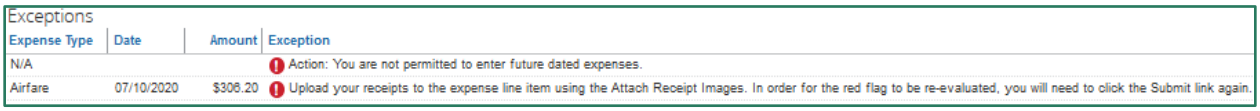



        iv. If needed, select additional expenses to allocate and click “Allocate Selected Expenses”

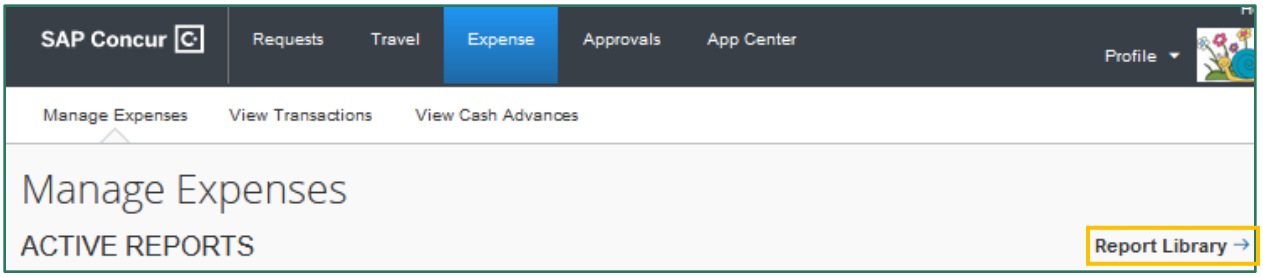



        v. Allocated expenses are indicated by the blue pie chart icon

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”
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



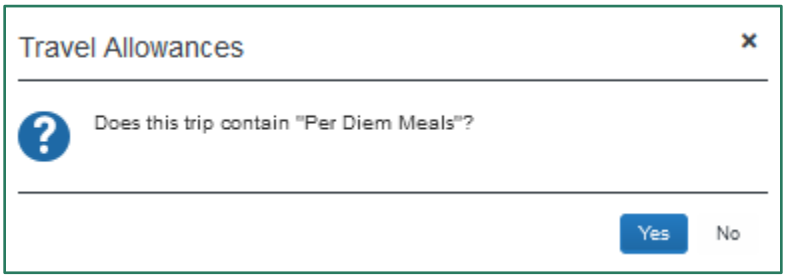
# Travel Allowance

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.

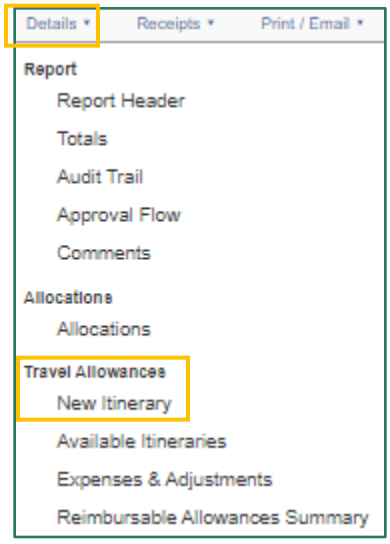
The allowable rate for your first day of travel is based on the GSA listed rate for the city where you lodged. The allowance for your last day is based on the rate for the last city you lodged.

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



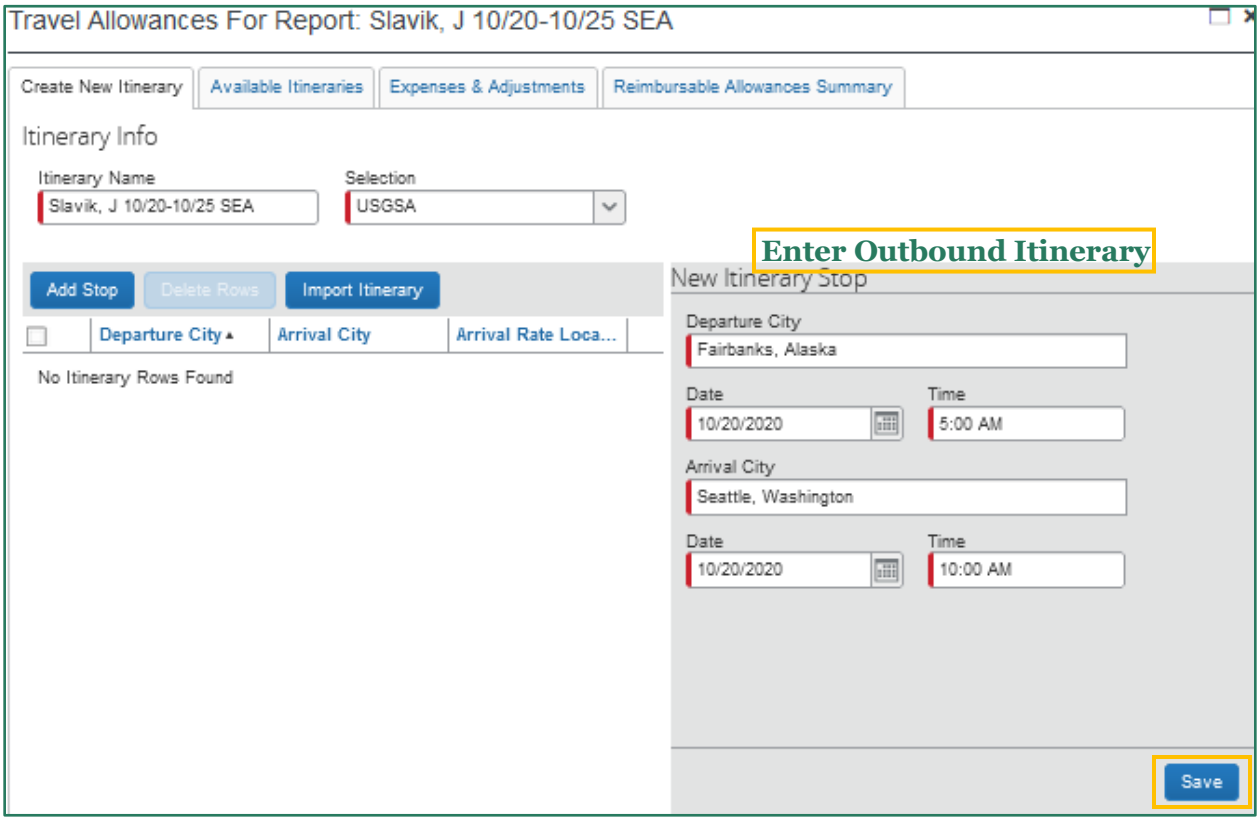

    b. If the Report is already created, you can assign the Travel Allowance from the Details drop-down menu

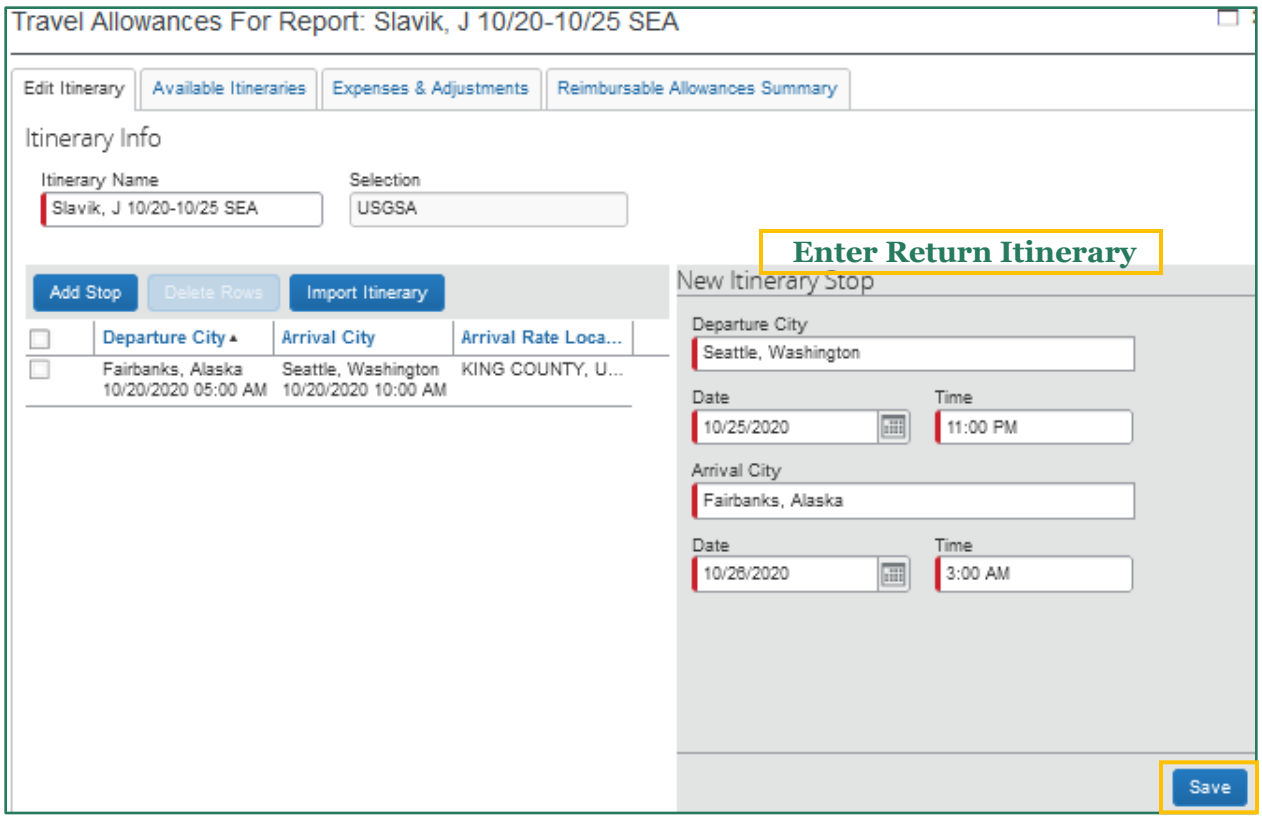


2. In Create New Itinerary, enter the outbound and return itinerary information (start and end locations, dates, and times)
    a. Click Save after entering each leg
    b. Use the time you departed from or returned to your home/duty station
    c. If your trip includes personal time, enter the business-only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

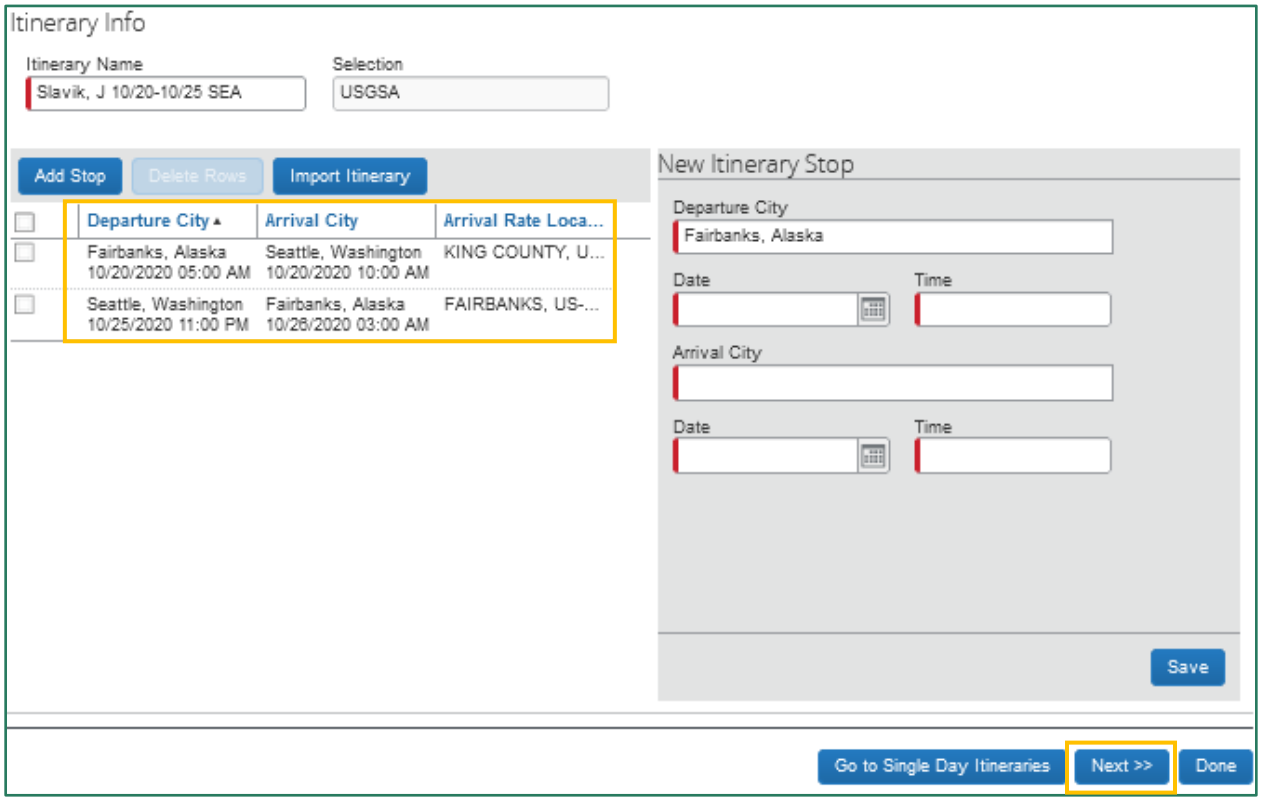
**Note**: Including personal days in the Travel Allowance results in inaccurate calculations on your allowable per diem. Including layovers/intermediate stops may also result in inaccurate per diem calculations.

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.

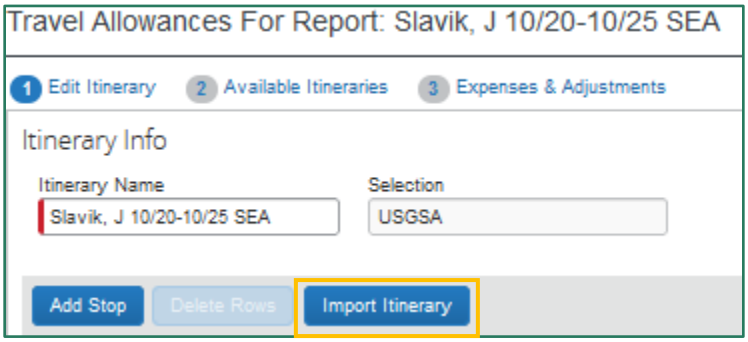


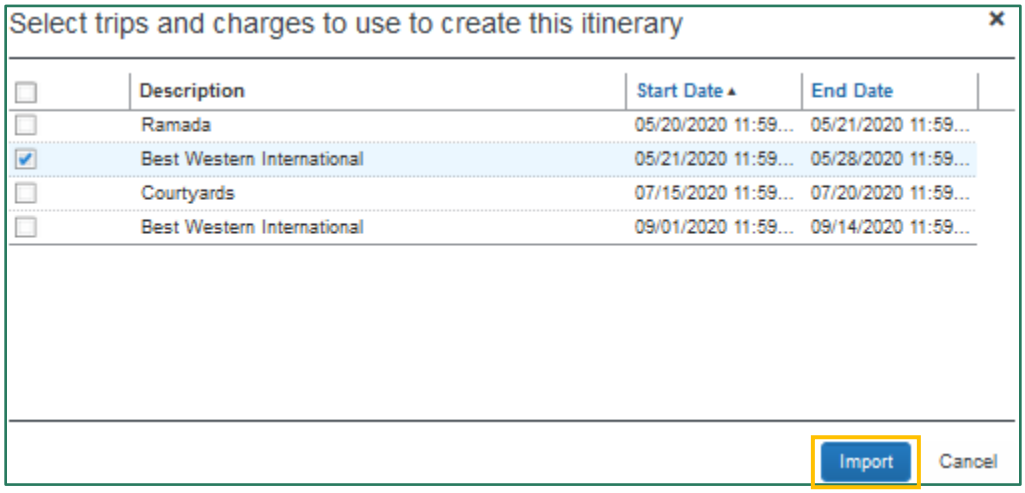



3. Once the itinerary is complete, click Next

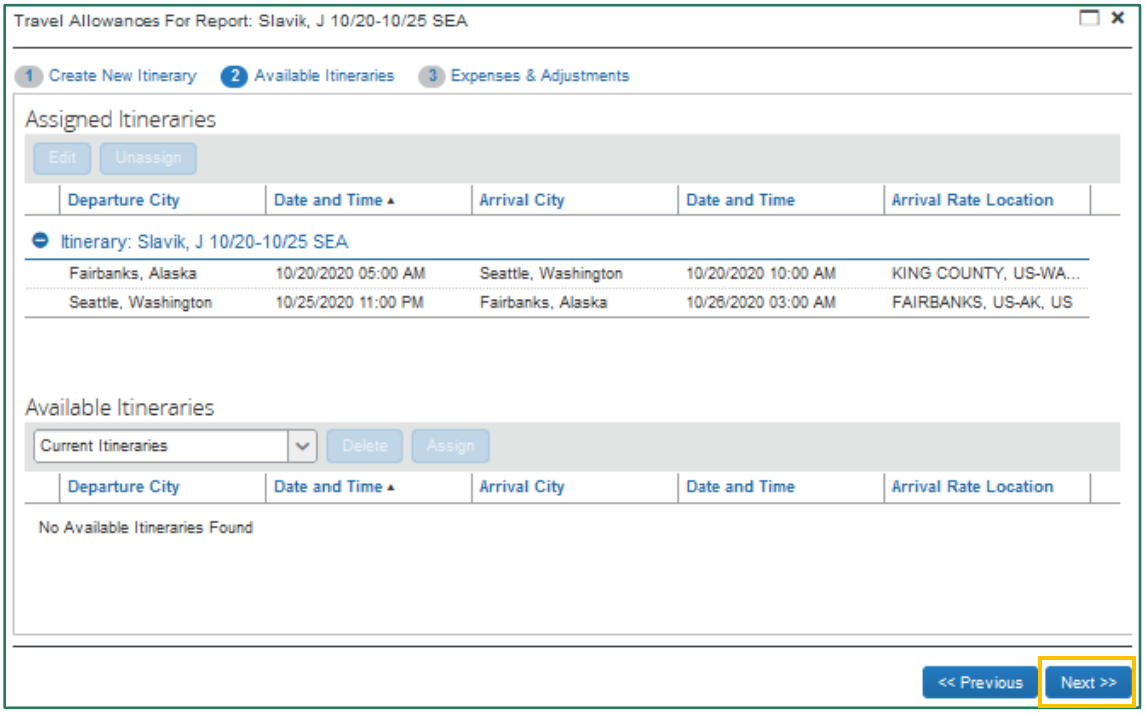


**Hot Tip**: Selecting Import Itinerary provides some available trip itineraries. If the correct itinerary is available and assigned, this negates the need to manually enter each leg.

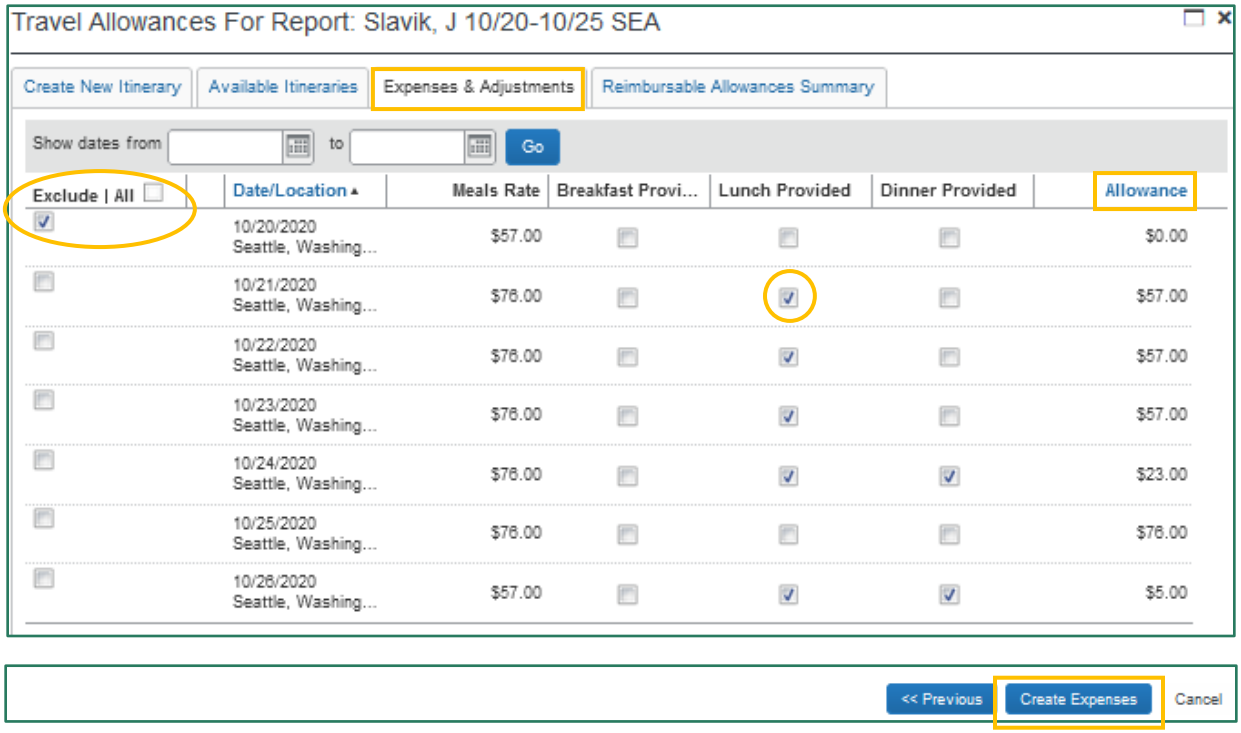


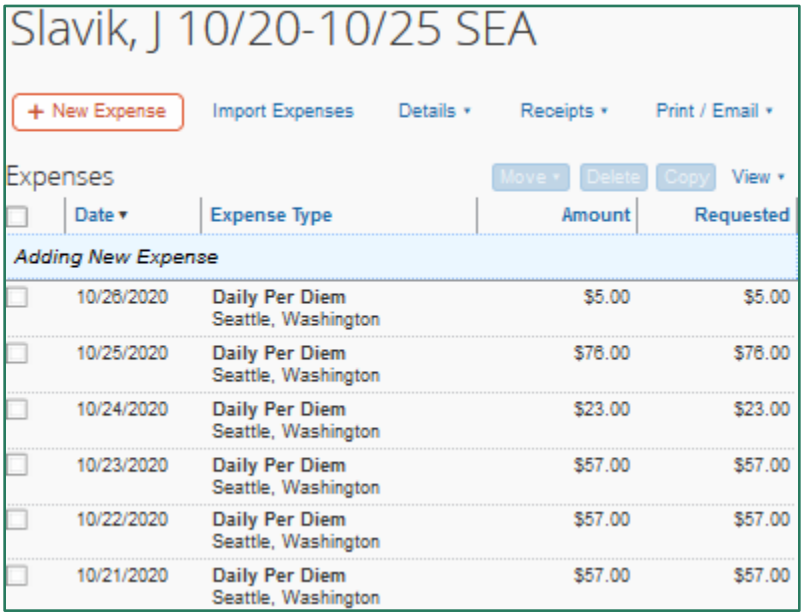

4. Verify the itinerary is correct and click "Next"



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



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

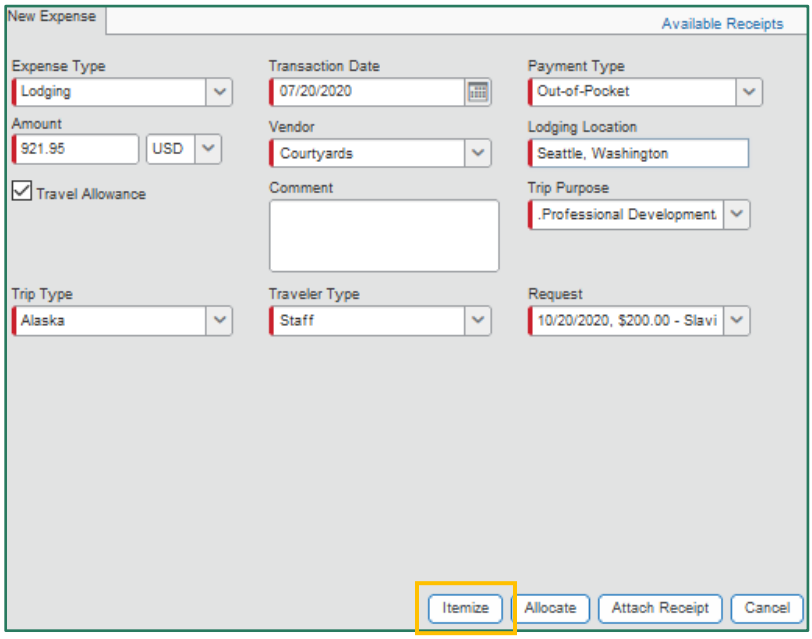
## Itemize

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.

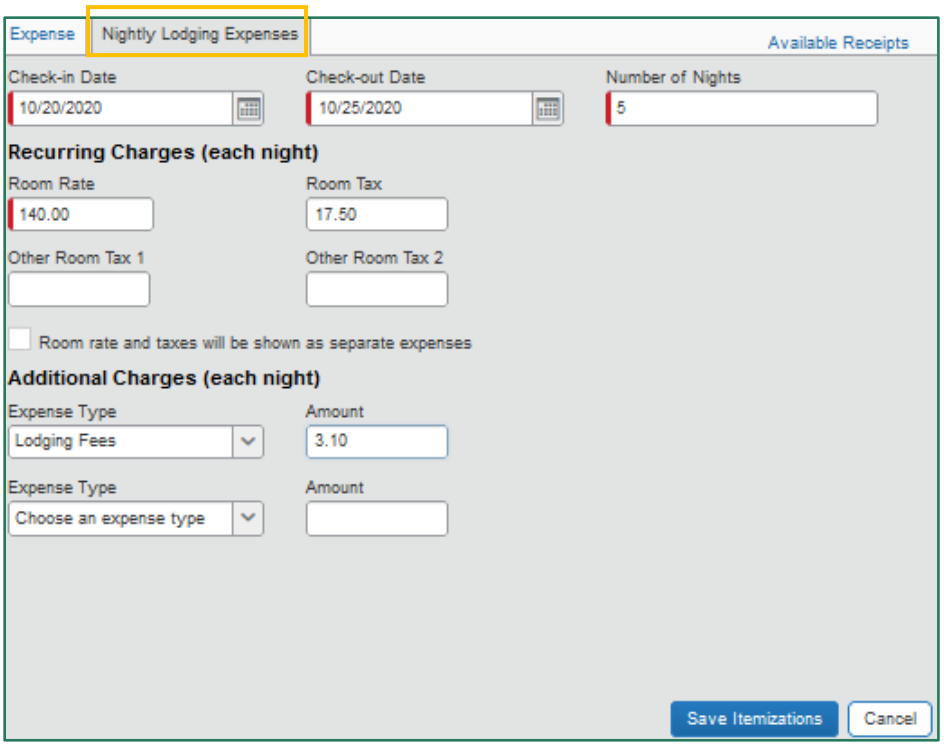
For example, the business + personal airfare is purchased on the agency card, but the business-only itinerary costs less. You can create an expense for the full amount and itemize the expense, creating two itemizations: one for the business-only airfare cost and one for the additional personal cost.

**Note**: Transaction Date, Amount, Expense Type, and additional information are adjustable on the individual "child" itemizations even on agency and travel card charges.

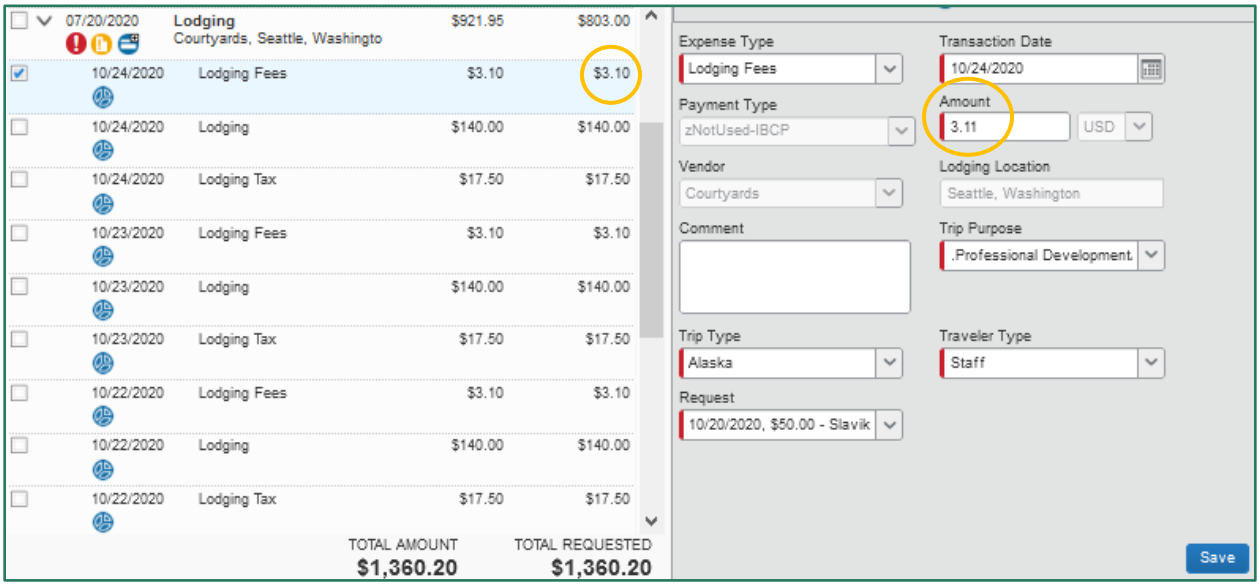
1. Add the "Lodging" expense and click Itemize



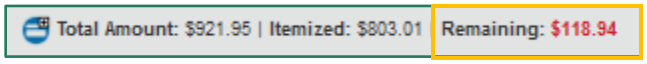

2. The Nightly Lodging Expenses tab activates
    a. Use the calendar to select your check-in and check-out dates (number of nights auto-calculates)
    b. Enter the room rate, taxes, and other recurring charges
        i. Enter the average nightly rate in the charged currency
        ii. Do not worry if there are different rates for different nights – entering the average is fine



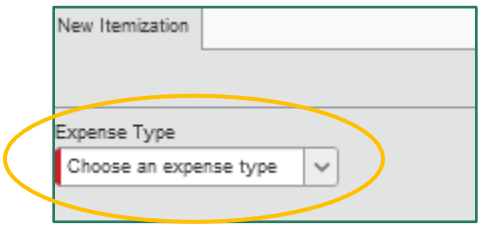

iii. Do not worry if the total cost does not divide evenly – individual itemization amounts are adjustable once Nightly Lodging Expenses is saved

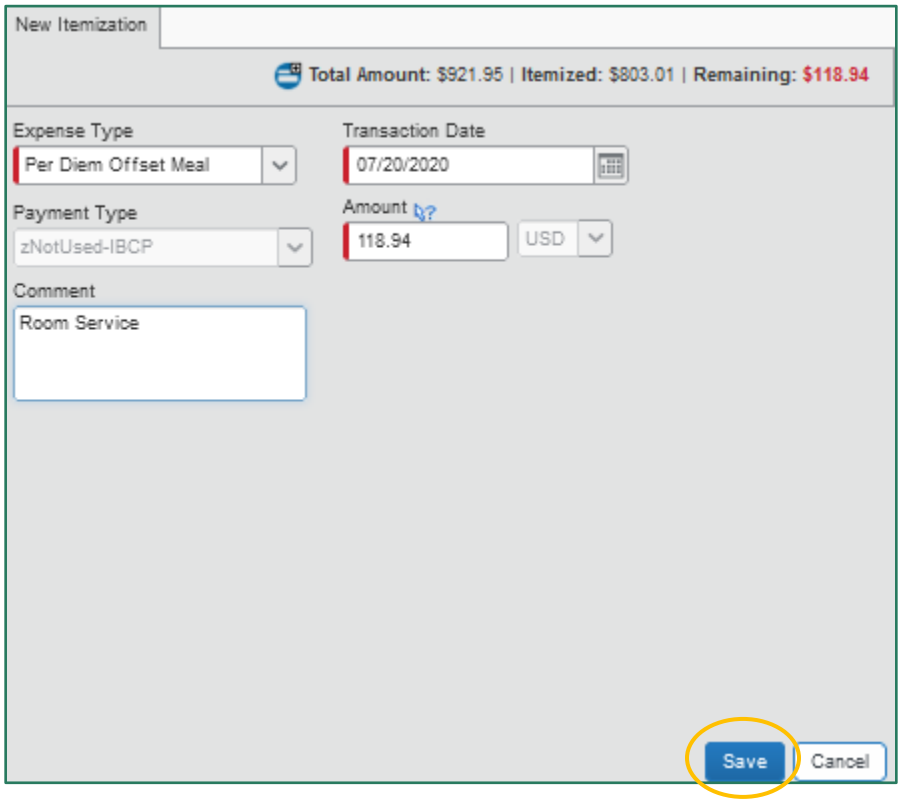


3. Concur calculates and provides any remaining amount unaccounted for in the itemizations




   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

# 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.

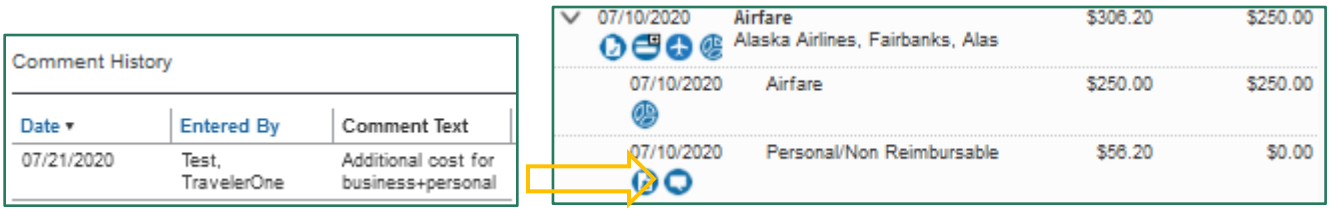
Expenses accrued during or because of personal days are not reimbursable. The Travel Allowance must reflect the business-only itinerary from the cost comparison/past fare quote to accurately calculate business-only per diem allowances. Expenses paid on the agency or travel card must reflect the correct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

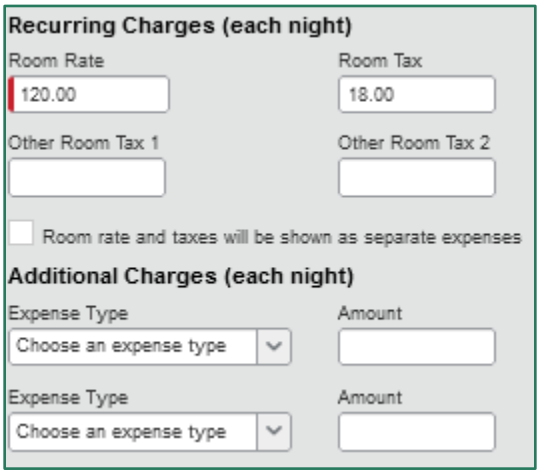
Example of business + personal airfare when the business-only cost comparison is less:



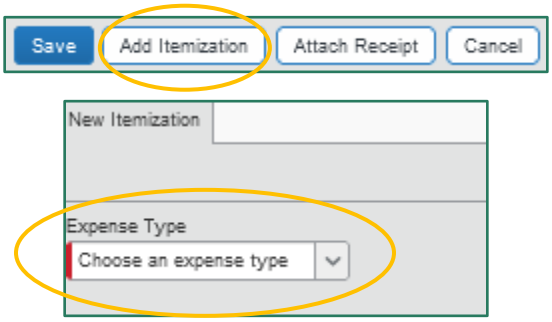

Example of lodging that includes three nights of personal days:

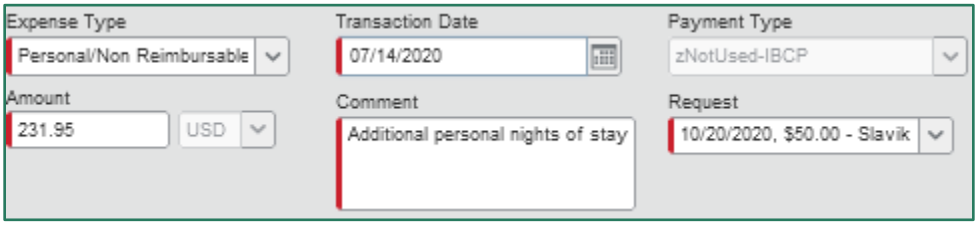
1. Use the Nightly Lodging Expenses tab to enter the business-only expenses
    a. Use the business dates for Check-in and Check-out

b. Use the average rates of the business-only expenses




2. Calculate the total amount of your personal lodging expenses and add a single "Personal/Non Reimbursable" itemization



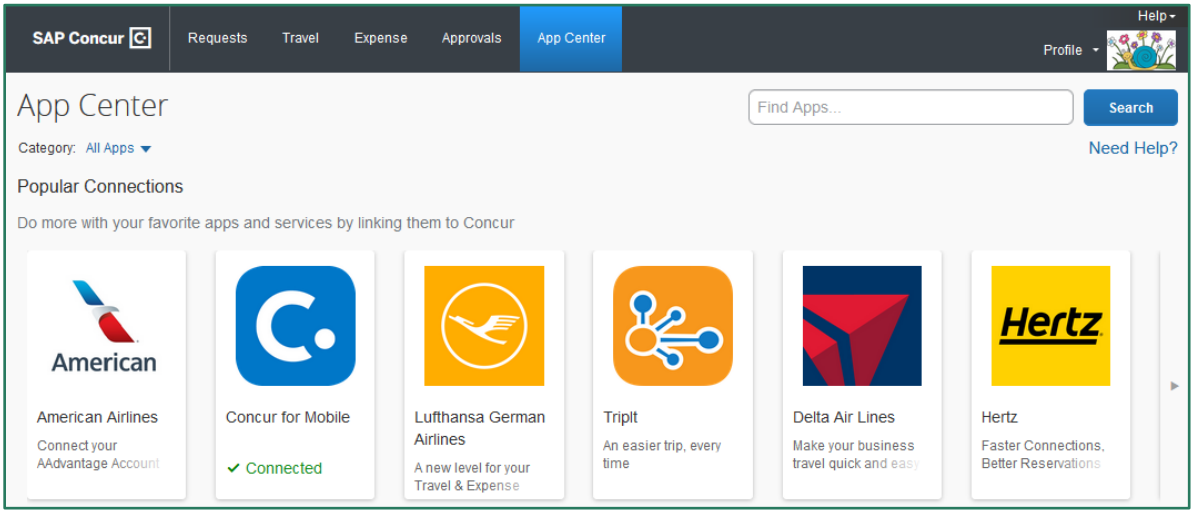
## Out-of-Pocket

The Report is used to document UA paid expenses. Personal expenses paid out-of-pocket are excluded from 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.

# 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.



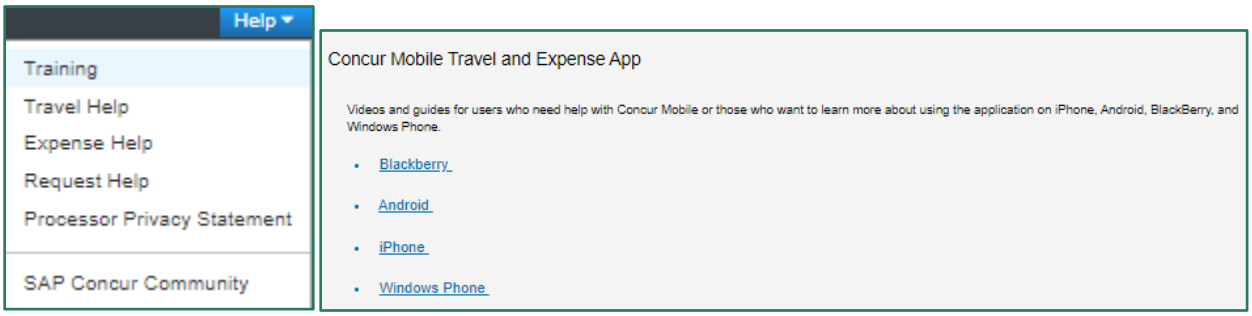

## SAP Concur App

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

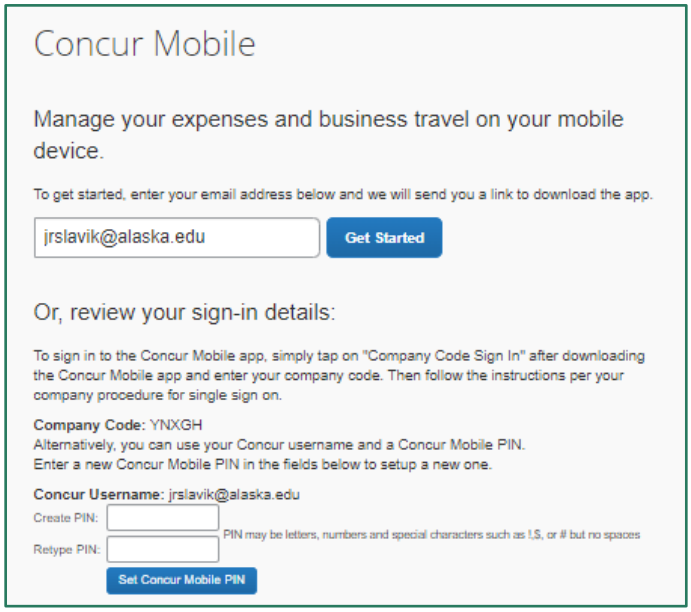
Since use of these functions can vary with phone type, specifics for using the features are not covered in this guide. Instead, you should access the mobile app training videos and guides from Concur.

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




## 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