Concur FAQs: Approval Flow, Layovers, & Passwords

FAQ: I added additional approvers to the Request when I filled it out. Concur skipped those added approvers and sent the Request straight to the supervisor/PI. Why?

A: The traveler and/or delegate cannot manipulate the approval flow on the Request or Report. Only the approvers in the approval flow or our office can make changes once the Request or Report is submitted.
Concur is designed to allow University employees to self-manage their travel from start to finish. Preventing the traveler/delegate who submits the Request from manipulating the approval flow ensures each trip is approved according to the travel regulations.

FAQ: I submitted the Request as a delegate, and Concur skipped me as the department approver. Why?

A: This is similar to the previous question. The individual that submits the Request cannot also approve the Request. If you are the department approver and submit the Request, Concur will bypass your approval.
If you need to act as the department approver on the Request, then the traveler or another delegate needs to complete the Request.

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

A: It is all dependent on whether or not the traveler lodged at the intermediary location(s). The per diem allowance for the first day of travel is based on the government listed rate for the city where the traveler lodges. The allowance for the last day is based on the rate for the last city the traveler lodged. Including extraneous layovers can result in inaccurate per diem calculations.
If the traveler stopped and stayed the night at one or more intermediary location, then it should be included in the Travel Allowance. The reason for the overnight stay at that location should also be clearly documented on the expense report.

FAQ: My password isn't working. Can you change it?

A: For SSO login (alaska.edu users), passwords are managed through the [ELMO](#) system not Concur.

Please feel free to disseminate this information to your travelers!
And, as always, reach out to us with any questions or concerns (uaf-concur-travel@alaska.edu).