SAP Concur Expense:

Training Guide

Use this guide to help you create and submit Travel Requests and Expense Reports via Concur Expense.

Accounts Payable & Travel

Revised June 2022

Contents

Overview

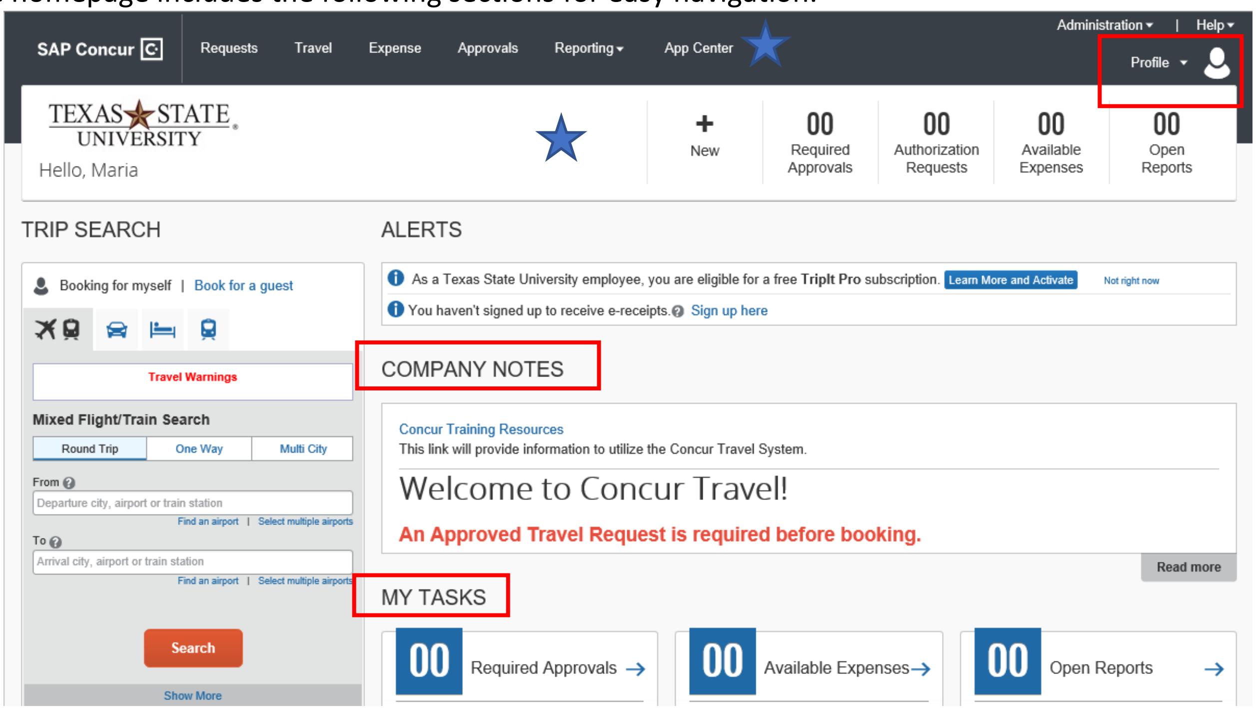
All business travel outside of the employee's designated headquarters (San Marcos or Round Rock, TX) requires pre-approval with the exception of Campus to Campus travel. When business travel has been authorized in advance, Texas State travelers are entitled to reimbursement for authorized allowable expenses incurred in accordance with Texas State policy and procedures while performing official duties. If travel is not authorized in advance, the traveler assumes the risk that reimbursement may not be approved and may personally assume all liability for incidents occurred during travel.

Approvals are obtained at the request stage and electronically assigned in a workflow originating from the traveler's division, fund account(s) used, and trip schema.

The SAP Concur Expense system will encompass Travel Requests and Expense Reports for both employee and non-employee travelers. Travel Assistants will assume Proxy status in the SAP Concur system and the Travel Office will be referred to as the Processor.

SAP Concur Homepage

The homepage includes the following sections for easy navigation.

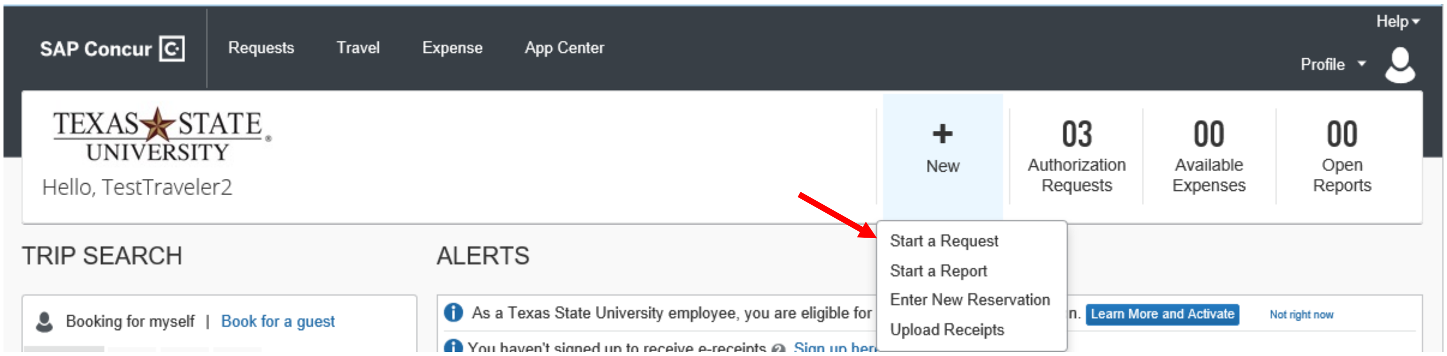


- ★**Quick Task Bar** – provides direct access to:
  - create or approve a Travel Request or Expense Report.
  - incomplete Travel Requests, Expense Reports, and Cash Advances.
- **Company Notes** – displays the university's specific information, travel alerts, or messages.
- **My Tasks** – displays a dashboard for:
  - **Open Requests** – draft Travel Requests that have been saved, but not submitted.
  - **Required Approvals** – Travel Requests or Expense Reports requiring workflow approval.
  - **Available Expenses** – receipts which need to be applied to an Expense Report.
  - **Open Reports** – open draft Expense Reports that are saved, but not yet submitted.
- **Profile** – Located at the top right-hand side of the screen and provides access to verify personal information for travel purposes and designate delegates.

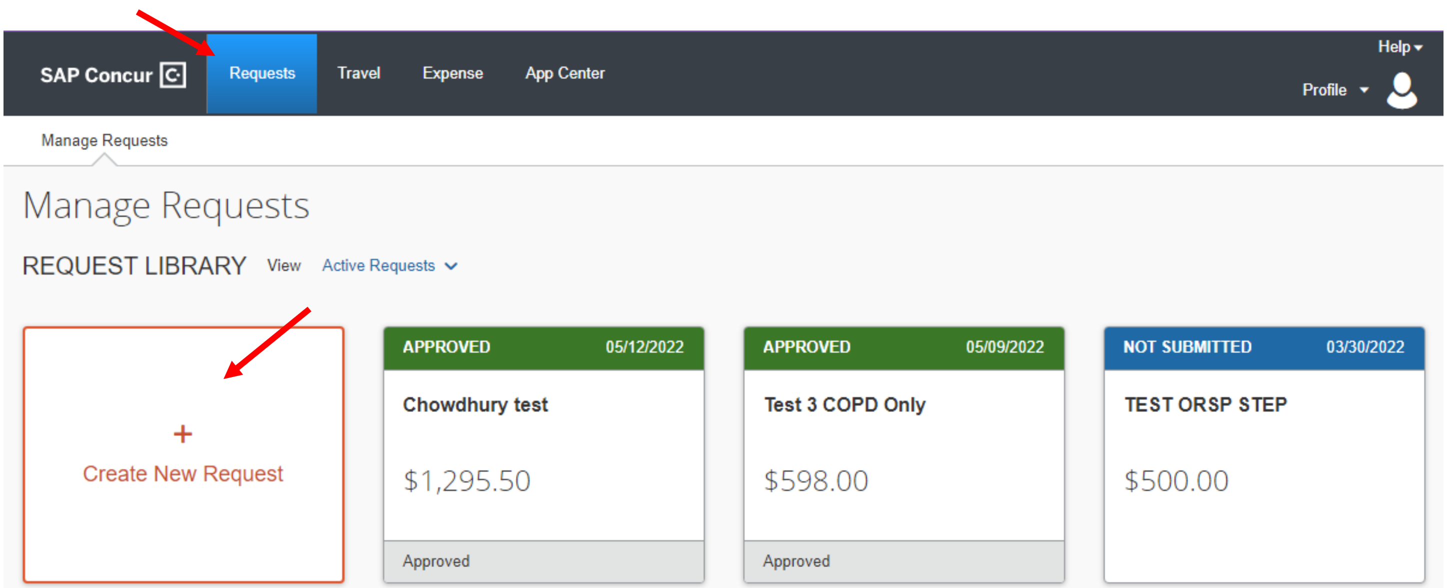
Click the SAP Concur logo in the upper left corner of the screen at any point to return to the homepage.

How to Create an Employee Travel Request

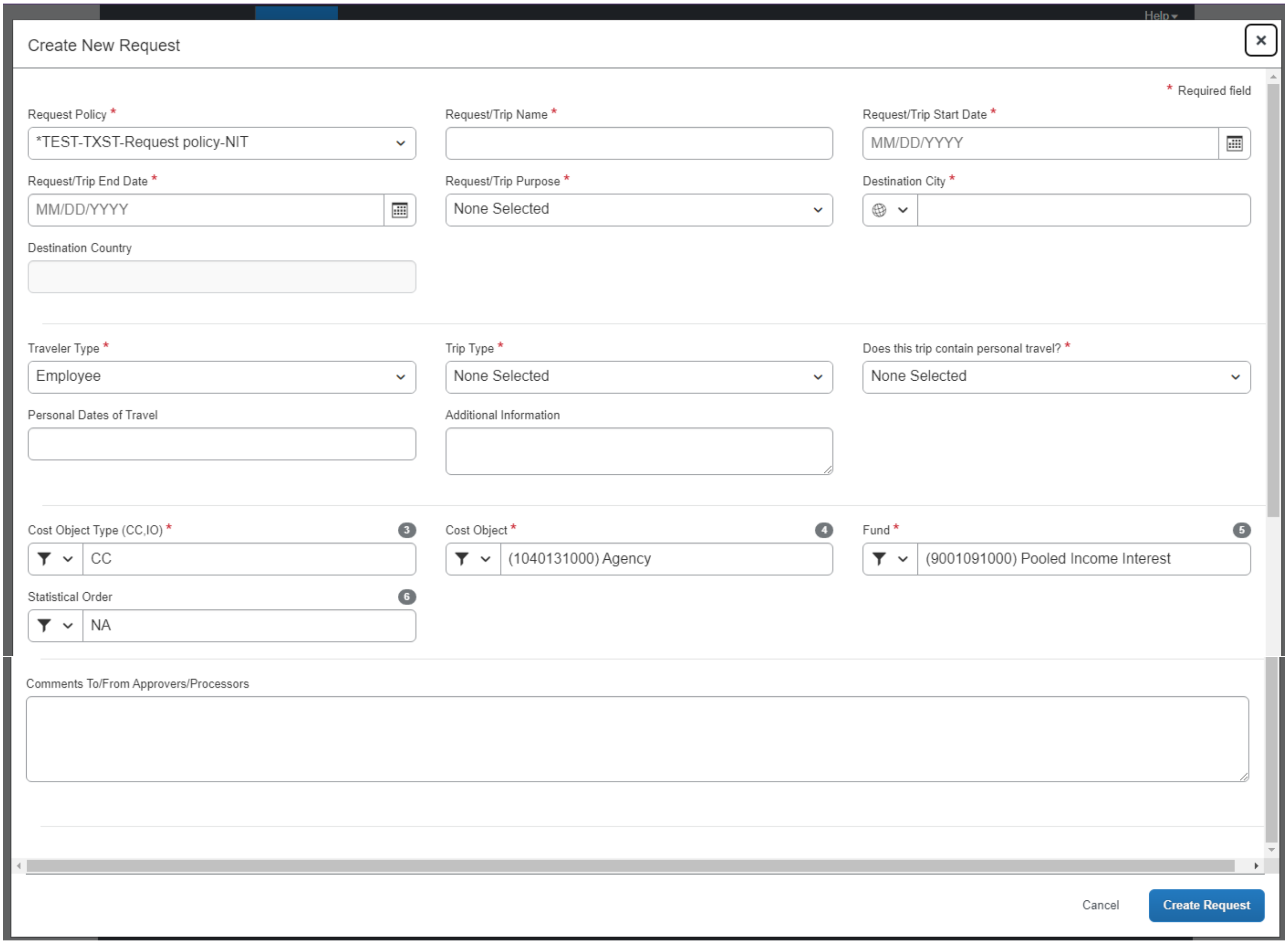
1. In the Quick Task Bar, under New, click **Start a Request** to create a Travel Request or in the Requests section, click **New Request**.



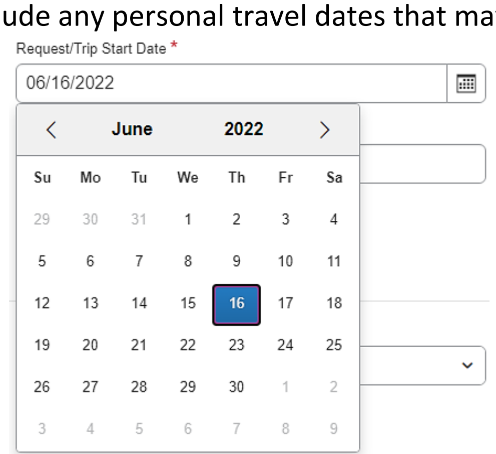
OR



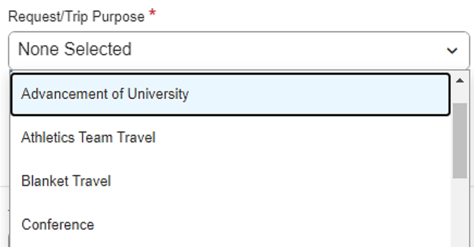
2. The **Request Header** will appear. Fields with a red asterisk require entry.



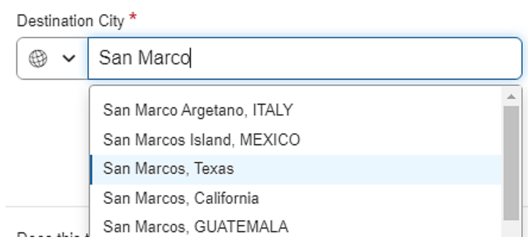
- **Request Policy** – TXST- Request Policy-NIT will be pre-populated.
- **Request/Trip Name** – Enter event's name or something relevant to the trip purpose. Up to 32 characters are allowed.
    - **Example**: NCAA Conference Mar.2021
- **Request/Trip Start Date and Request/Trip End Date** – Entry for the time period of the trip. Enter in MM/DD/YYYY format or use the menu calendar drop-down to select date information.
  NOTE: Include any personal travel dates that may be taken along with business travel.



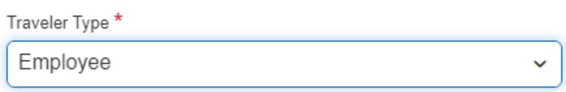
- **Request/Trip Purpose** – Select the business purpose and benefit to the university from the drop-down menu. If the specific purpose is not listed, choose “Advancement of University” and notate in **Additional Information** a more detailed explanation.
  NOTE: If using Travel Between Campuses you do not need to create a Travel Request, scroll to page 21 to view additional information.
  NOTE: Participant Support – Grants ONLY - may only be used if the IO is a grant starting with 8.



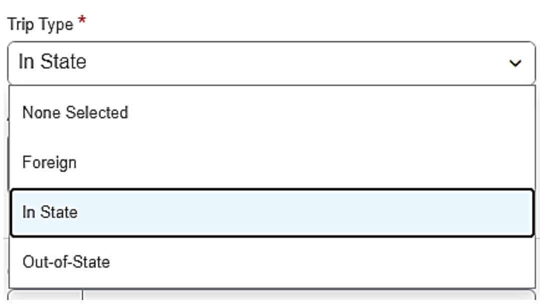
- **Destination City** – Enter destination of travel, beginning with the city, and a listing will begin to populate to narrow the search. Scroll down the list and click on the correct city, state, and/or country.



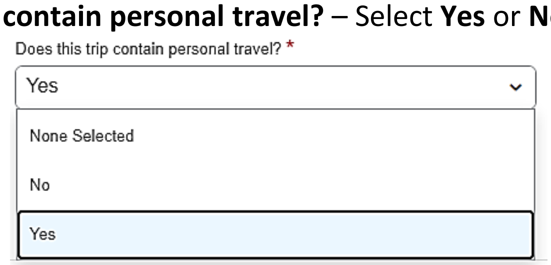
- **Traveler Type** – For university employees, this will prepopulate to Employee, no selection required.



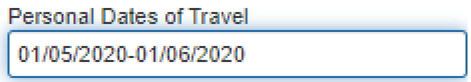
- **Trip Type** – Select the correct trip schema for the trip. This will determine the approval workflow for the request.



- **Does this trip contain personal travel?** – Select **Yes** or **No** from the drop-down menu.

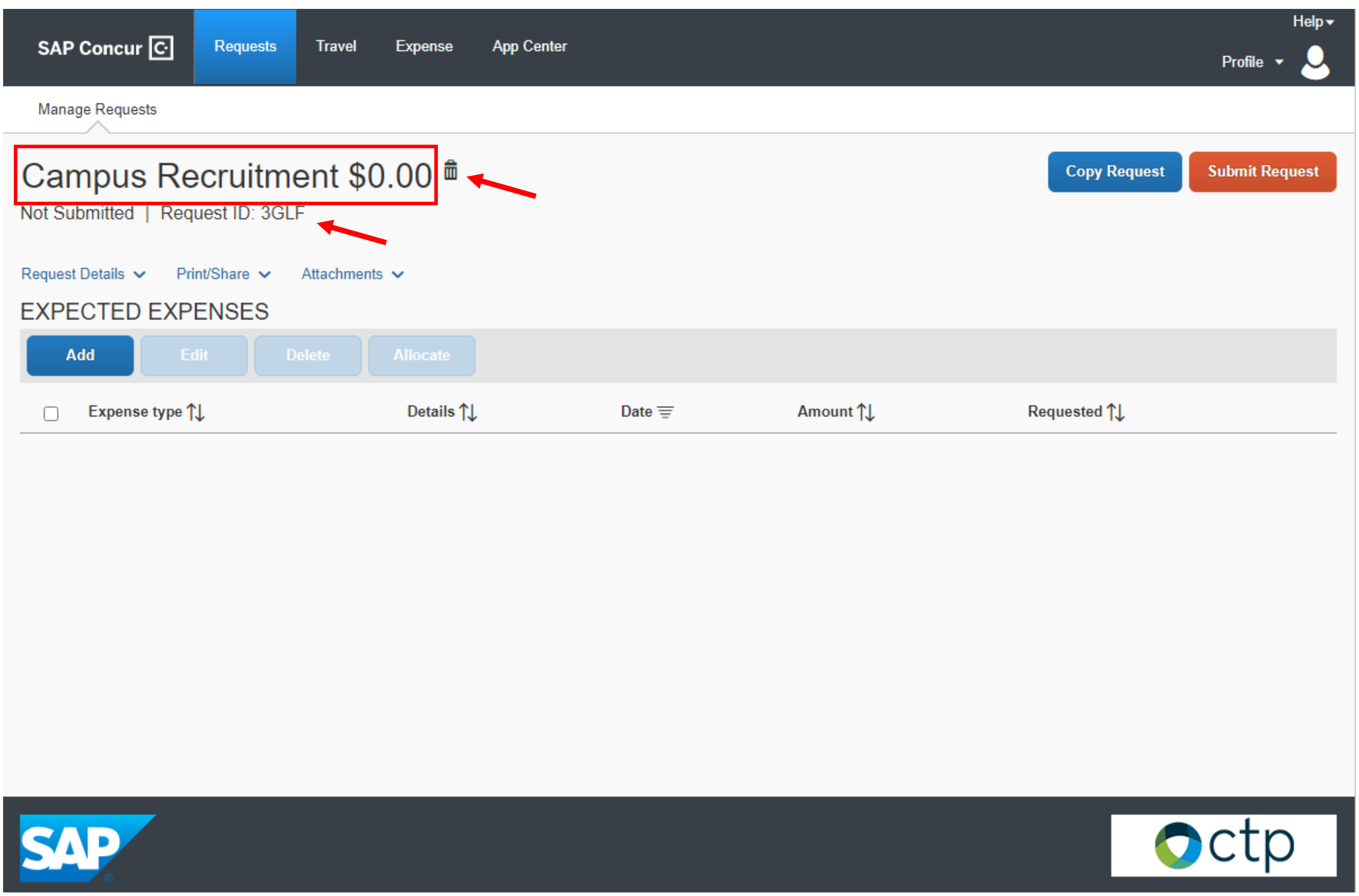


  - **Personal Dates of Travel** – If **Yes** is selected, this section must be completed. Enter in MM/DD/YYYY-MM/DD/YYYY format.

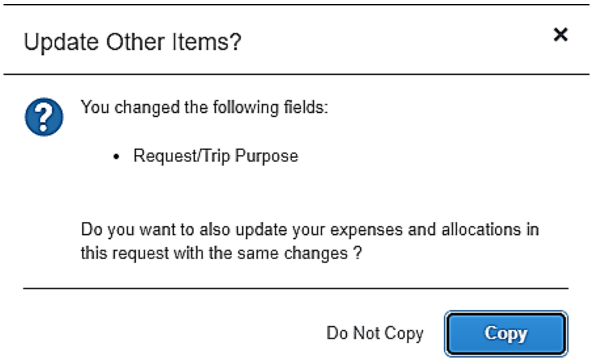


- **Additional Information** – More detailed information may be added here, any messages to the Account Managers or Travel Office processors should be placed here. This notation will be locked and may not be edited once the request is submitted.
- **Comment To/From Approvers/Processors** – This section is only for Approvers and Processors. Comments are listed for all to see and cannot be deleted. An unlimited number of comments can be created.
- **Cost Object Type, Cost Object** – This will prepopulate with the department's fund and cost center (or I/O for Grants & Funded Programs) for the traveler but may be changed if a different funding will be responsible for the traveler's expenses.
  NOTE: Once the Cost Object is entered, the Fund will list all associated funding from which to select.
  - If multiple funding's will be used, they may be added in the Expenses window.

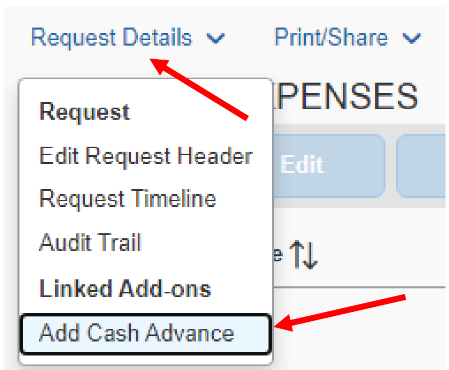
3. Once the fields are completed, click **Create Request**. The Request Overview page will appear. Changes can be made here.



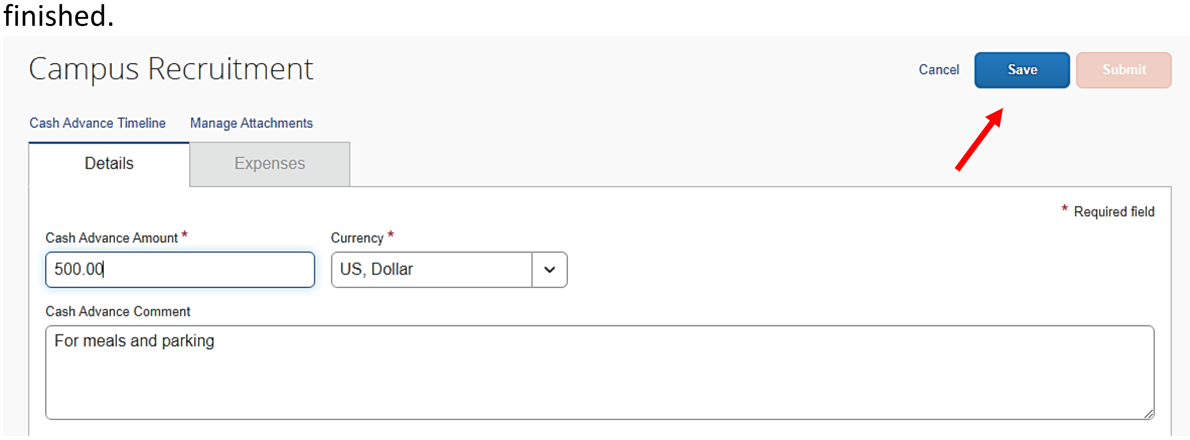
- **Travel Request Number** – Listed under the Request Name.
- **Delete Request** – Click the trash can icon next the Request Name.
- **Request Header** – Click on the Request Name to open and edit travel details. Click **Save** when finished. A pop-up window will appear and ask you to confirm the changes. Click **Copy**.



4. To request a Cash Advance, click on the **Request Details** drop-down menu.

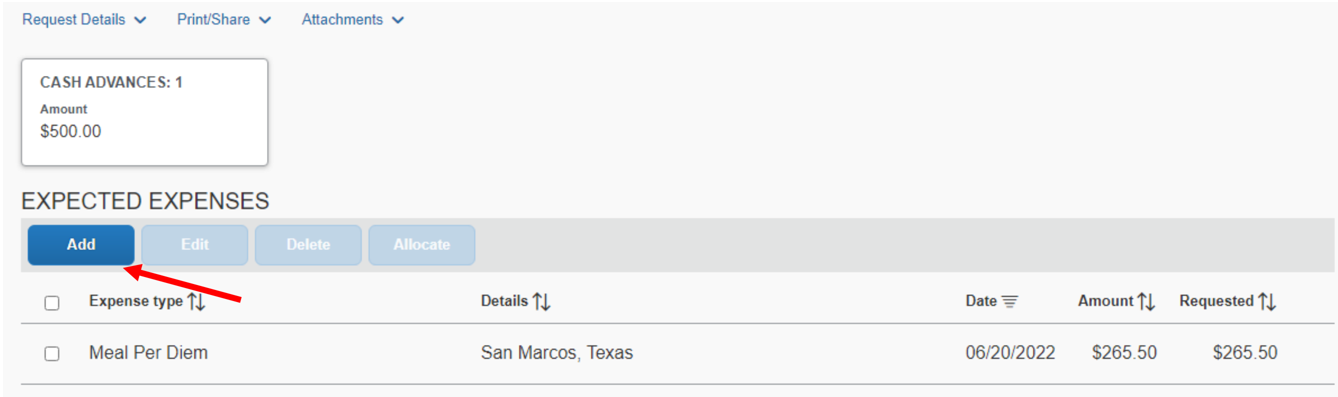


- **Cash Advance Amount** – Enter the amount of requested cash advance. Must be for travel which meets policy eligibility criteria.
- **Cash Advance Comment** – This allows the requestor to communicate to an approver or processor any additional information that may be pertinent for the advance request. Click **Save** when finished.

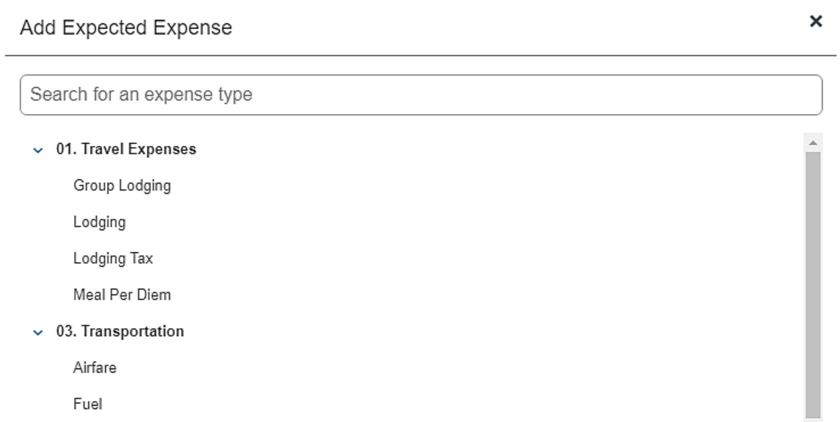


To delete an entered Cash Advance, click on the trash can icon next to the Cash Advance name.

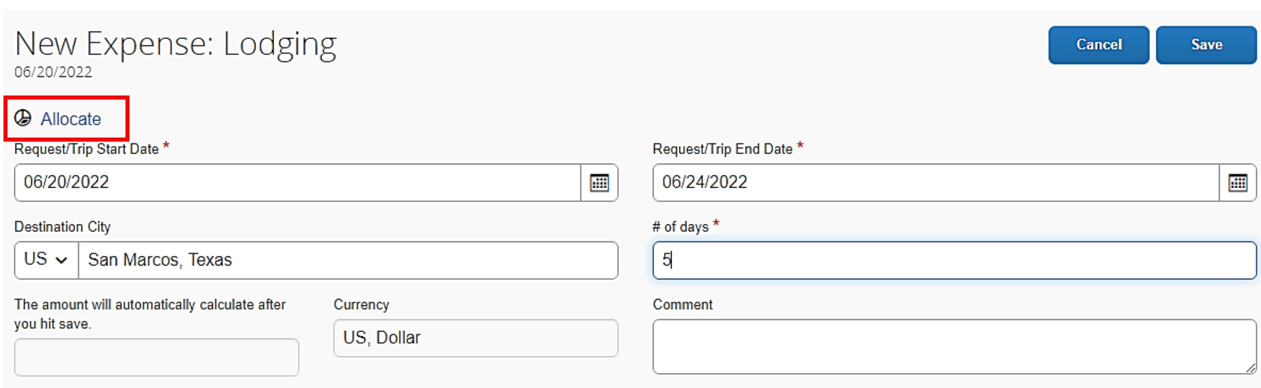
5. To enter the requested expenses, click **Add**.



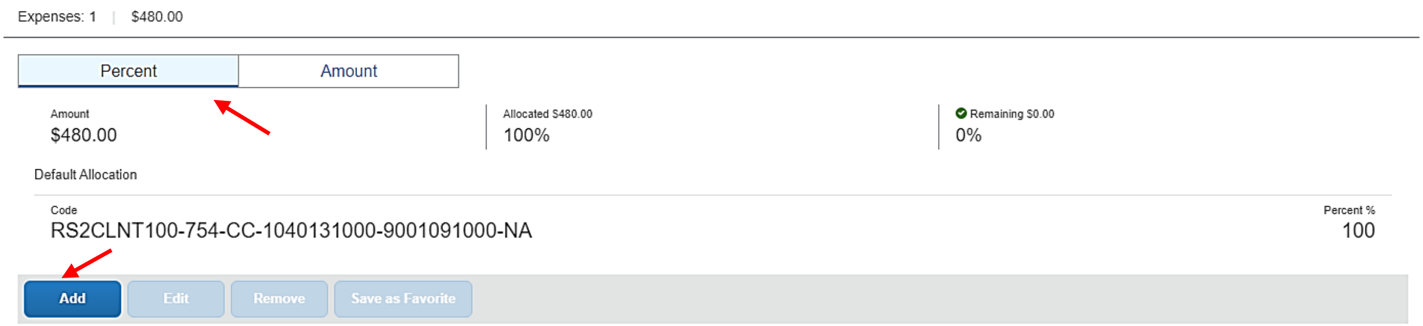
6. Expense types are listed in the pop-up window and can also be searched by name.
NOTE: A detailed listing of Expense Types may be found in the Concur Expense Types Guide.



7. Once an expense type has been selected and the dollar amount entered, they may be distributed to different funding's by selecting **Allocate**. **Note:** This can be done both on the Travel Request and the Expense Report.

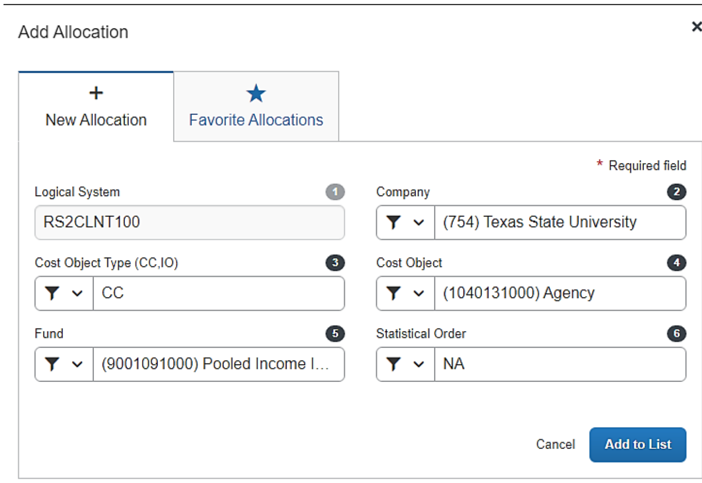


- Distribute the allocations by clicking either **Percent** or **Amount**. Click **Add** to distribute expenses among additional funding lines.

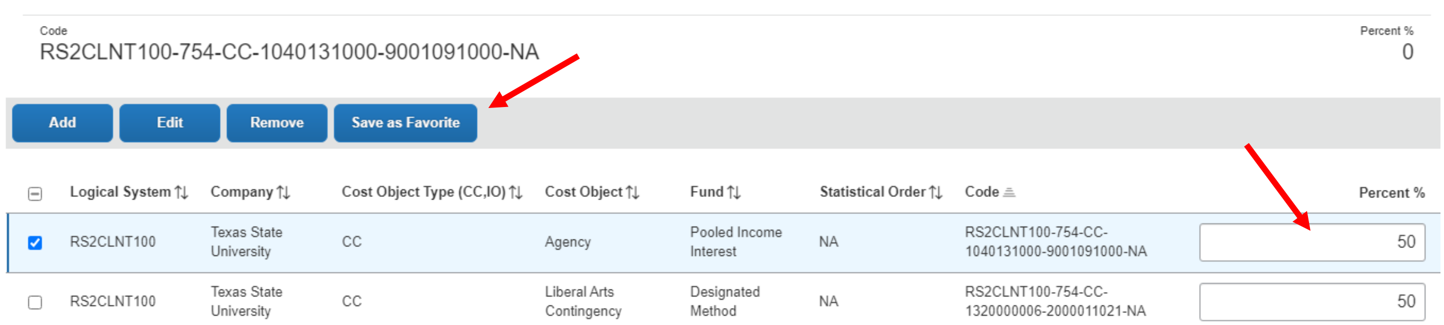


- **Percent**: The system defaults the first cost assignment to 100%. Manually enter the correct percentage based on the funding from the department(s) sponsoring the trip and the total trip cost.
- **Amount**: The system will default to the total amount of the expense. Enter the amount to be paid based on funding from the department(s) sponsoring the trip and the total trip cost.

- Fill in new funding allocation and hit **Add to List** or select a previously saved **Favorite Allocations.**

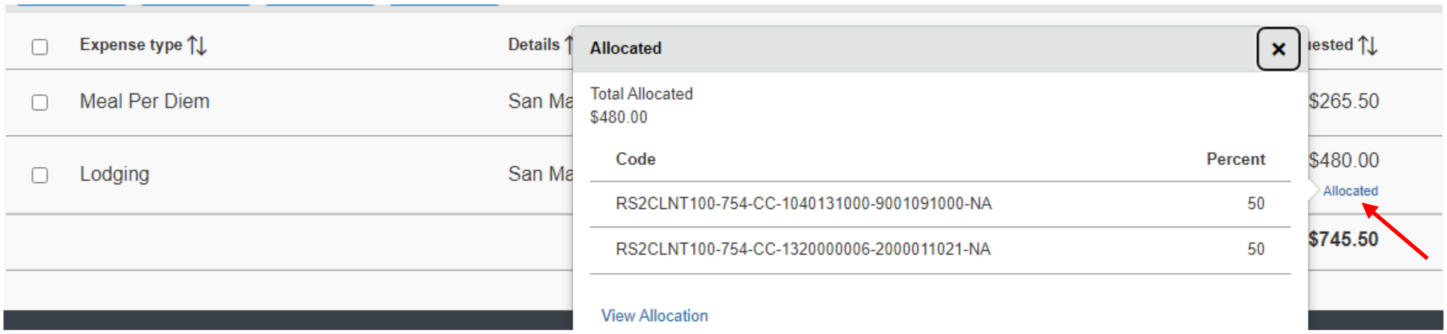


- If the allocation breakouts will be used on other trips, you can save allocation settings for future use by selecting **Save to Favorites**, entering the name, then click **Save**. You can also **Edit** or **Remove** the allocation breakout and adjust the percentage/amount distribution.

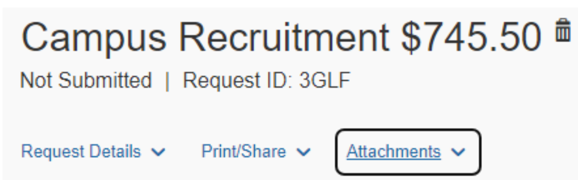


- Select **Save** once distribution is complete or **Cancel** to return to expense listing.

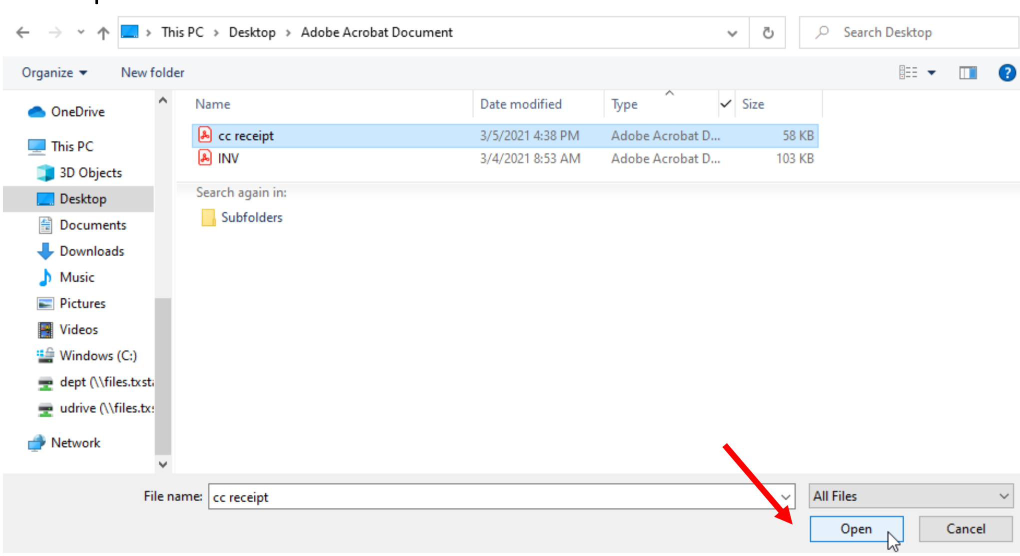
- Once allocations are complete, the Allocated link will appear beneath the expense amount on the Request Overview.



8. Once all expense estimates have been entered and allocations made, any attachments can be added (this includes the T-4 Form required for Foreign travel). Select the **Attachments** drop down, click **Attach Documents**.

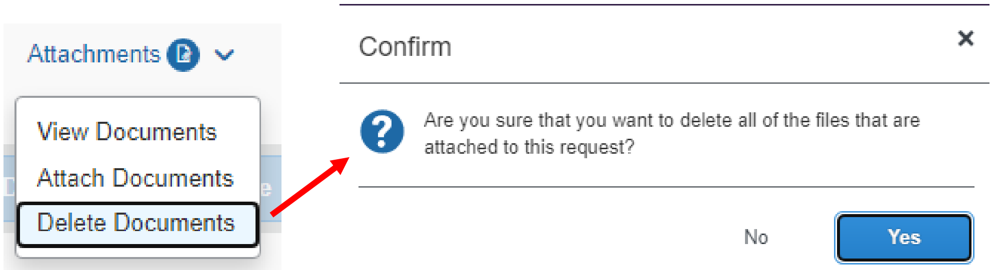


- Click **Upload and Attach.**
- Select the document from the browser window. **NOTE:** PDF documents are the preferred format for attachments as they are more browser friendly; you cannot attach Word Doc or Excel.
- Click **Open** to upload.

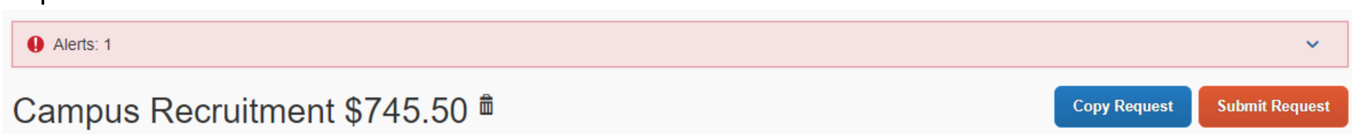


    - The attachment will be listed under Files Selected for uploading.
      NOTE: Up to 10 files may be selected and each file may not be more than 5MB.
      NOTE: Once you click Open, the file(s) will automatically attach to the Request.

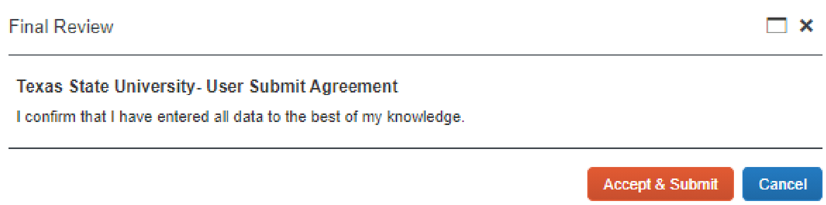
- Attachments can be viewed or deleted, and more files can be attached. **NOTE:** Delete Documents will delete all file attachments.



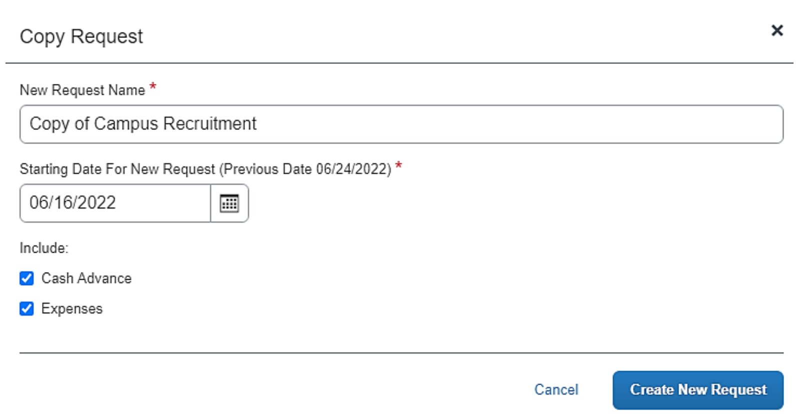
9. If required fields for the Request are not completed, an alert bar will appear and will not allow the request to be submitted until the issue is resolved.



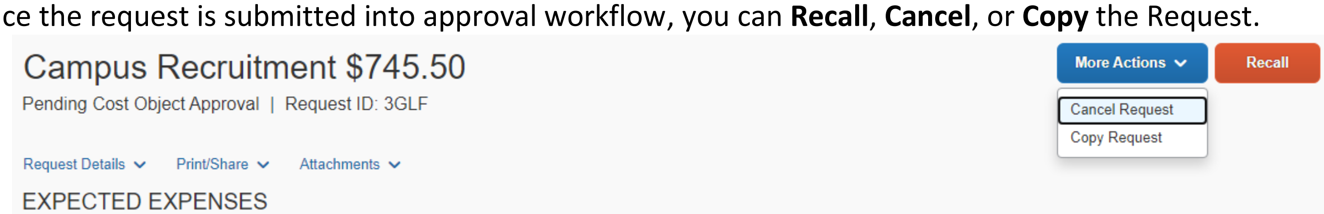
- Once all required information is entered, select either:
  - **Submit Request** to prompt an agreement notification for submittal.



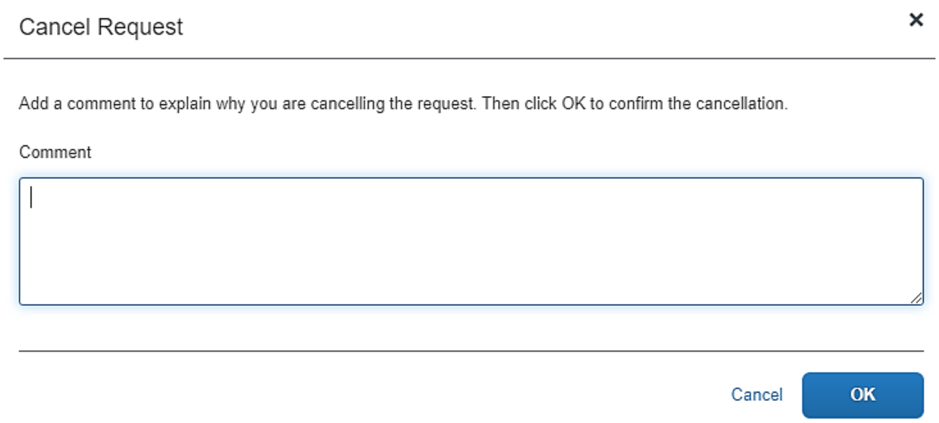
  - **Copy Request** to duplicate it as a new Request. This is useful if you need to create several similar Requests that have only minor information changes.



10. Once the request is submitted into approval workflow, you can **Recall**, **Cancel**, or **Copy** the Request.



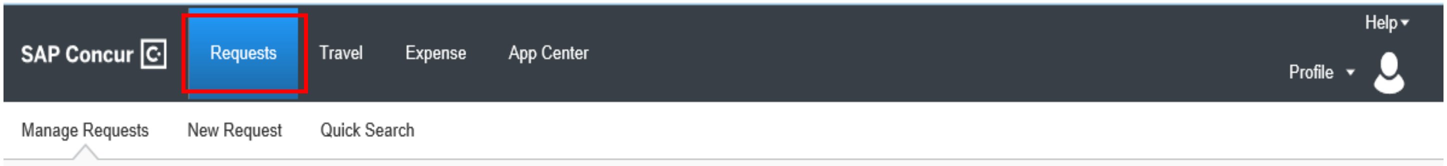
- **Recall** - takes the Travel Request out of workflow and allows for changes to be made before resubmitting it for workflow approval. Once the Travel Request is fully approved no changes can be made.
- **Cancel Request** - may be selected if the request has not been submitted and is no longer needed. A window prompt will ask why you want to cancel the Request. Click **OK** when finished.



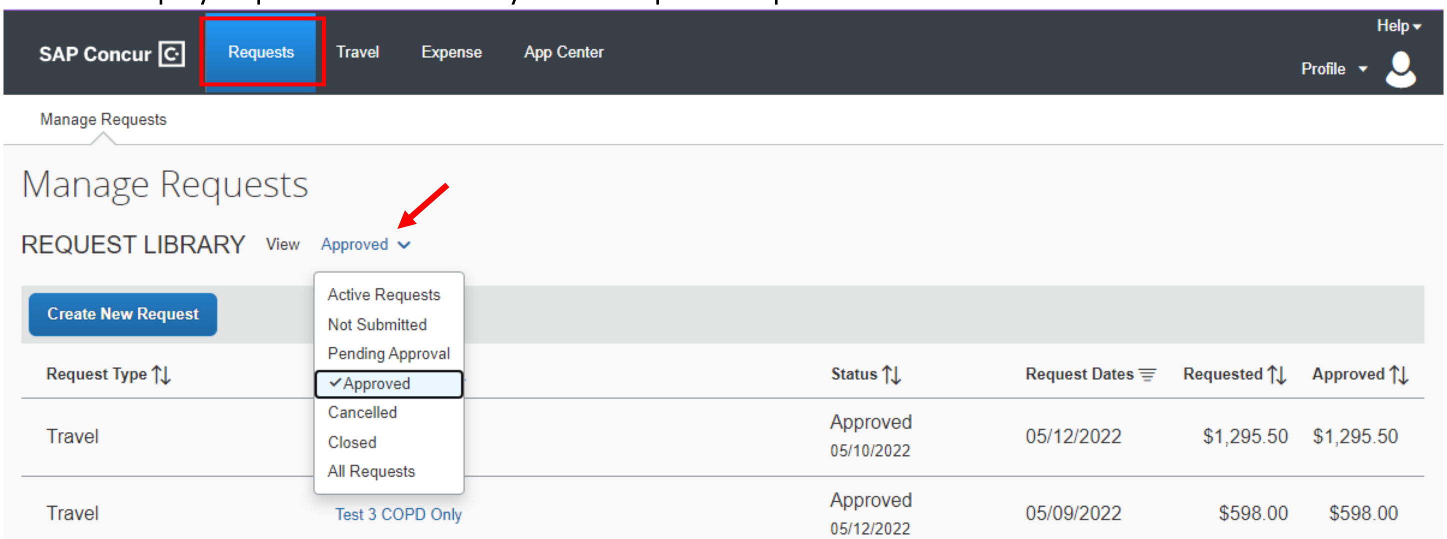
How to Create an Employee Expense Report

NOTE: Expense Reports are no longer required for trips completed with no company billed items or $0.00 reimbursable expenses. Concur does not allow the submittal of a zero-dollar Expense Report, please view the [SAP Concur Expense: Close a Request]() instructions.

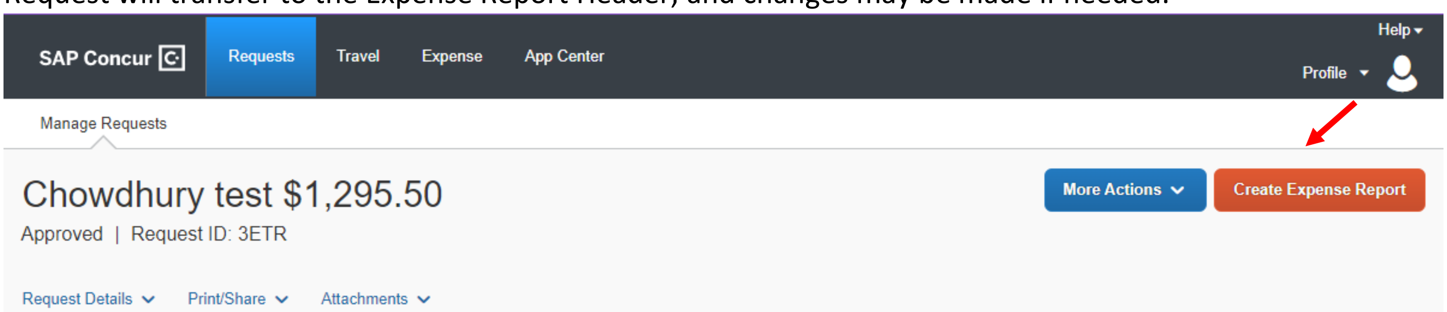
1. Select **Requests** section.



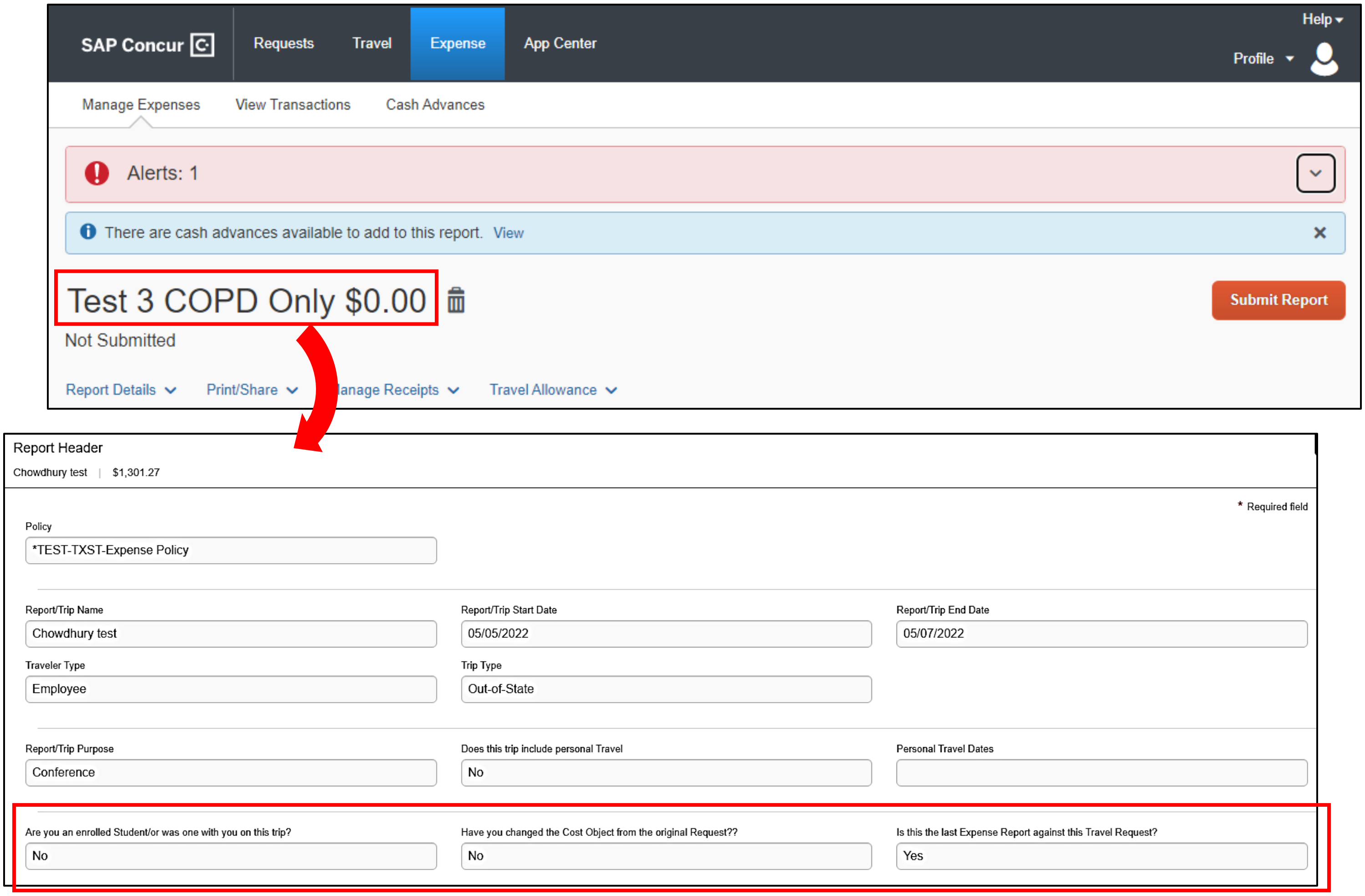
2. A list of all Active Requests will appear. **Approved** Requests may be selected from the View drop-down menu to display requests that are ready for the Expense Report to be created.



3. Click on an Approved Request to open it. Click **Create Expense Report**. Information from the Travel Request will transfer to the Expense Report Header, and changes may be made if needed.

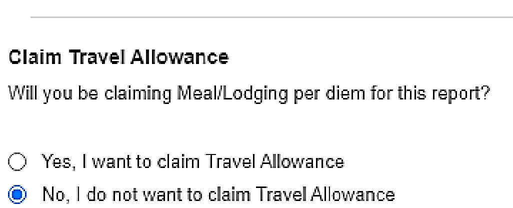


4. Click on the Expense Report Name to open the Report Header. A new section related to student travel, allocations, and encumbrances must be completed.



- <u>*Are you an enrolled Student/or was one with you on this trip*</u> - Used to report and stay in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (the Clery Act).
- <u>*Have you changed the Cost Object from your original Request*</u> – Is a new funding source being added or is the percentage of funding sources changing? If yes, this will cause the Expense Report to be routed to the Account Manager for approval.
- <u>*Is this the last Expense Report against this Travel Request*</u> - Answering **Yes** will generate an automated email to the traveler (and Proxy if they are a delegate) to close the Request. Closing the request will unencumber the remaining funds on the Request. Answering **No** will result in no action and leave the Request available for more Expense Reports.

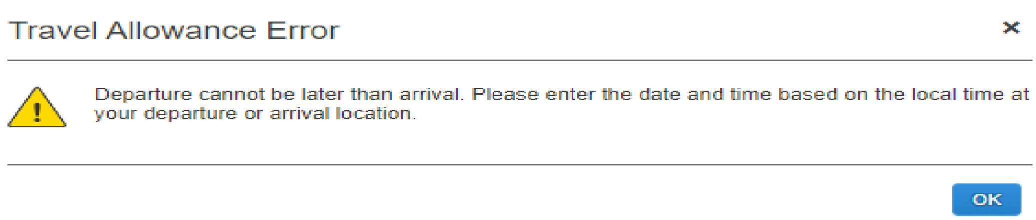
5. Scroll to the bottom of the Report Header and review the Claim Travel Allowance question.



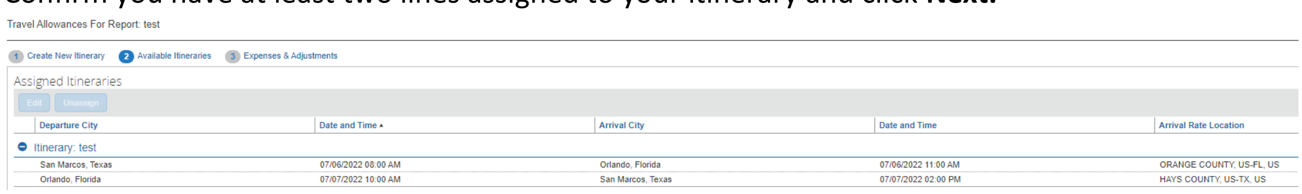
a. Answering **No** will not populate meal or lodging per diems. Skip to Step 7.
b. Answering **Yes** will require an itinerary to be entered that will calculate per diems based on GSA.gov. See Step 6.

6. Proceed with itinerary entry for the trip that occurred.
   a. Enter New Itinerary Stop (Departure City, Date & Time and Arrival City, Date & Time), then click **Save**. Enter New Itinerary Stop (Departure City, Date & Time and Arrival City, Date & Time), then click **Save**. **Note:** You do not need to enter stops for non-direct flights with non-overnight layovers, this information is only reflected of where you spent the night. **Note:** You should **always** have two lines in your itinerary, one from Point A to Point B and one from Point B back to Point A. **If you do not have two lines you will receive an error message.** Select **Next.**

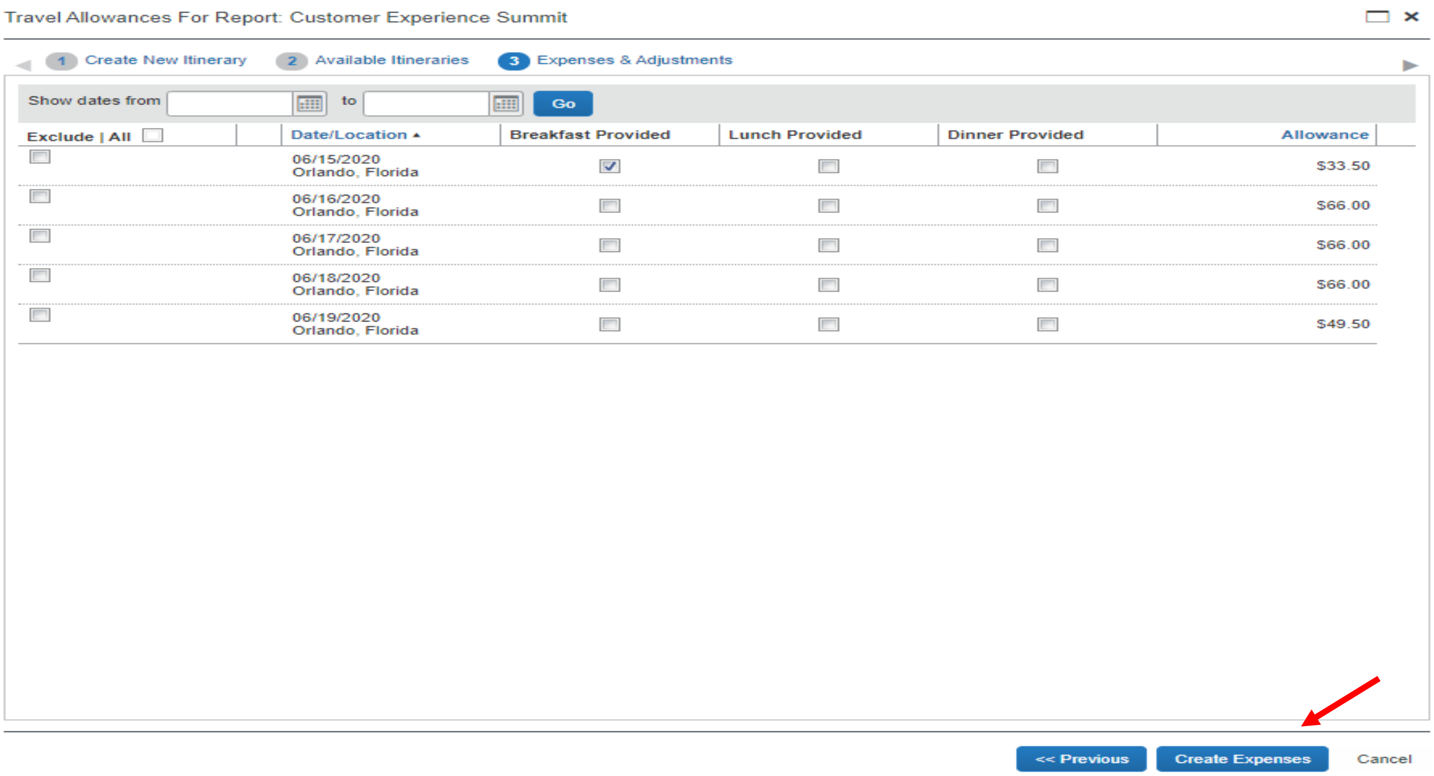
NOTE: If travel is Out of State or Foreign, the time entered will need to reflect the time zone of City/Country. If not, the following error message will display.



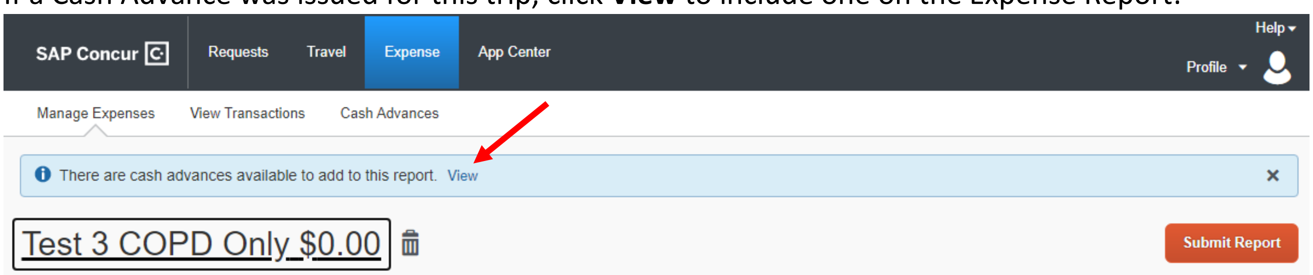
   b. Confirm you have at least two lines assigned to your itinerary and click **Next.**



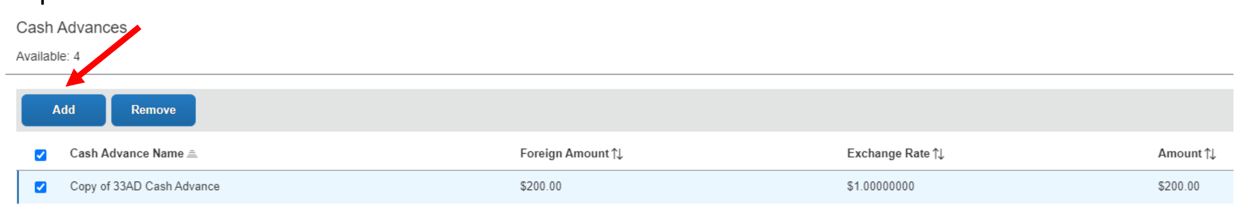
   c. The Meal per diem breakdown will appear for all stops entered.
   NOTE: Check the corresponding box where a Business Meal occurred or if the meal was included in the conference registration. This will remove the meal from the per diem calculation.
   d. Click **Create Expenses** when complete.



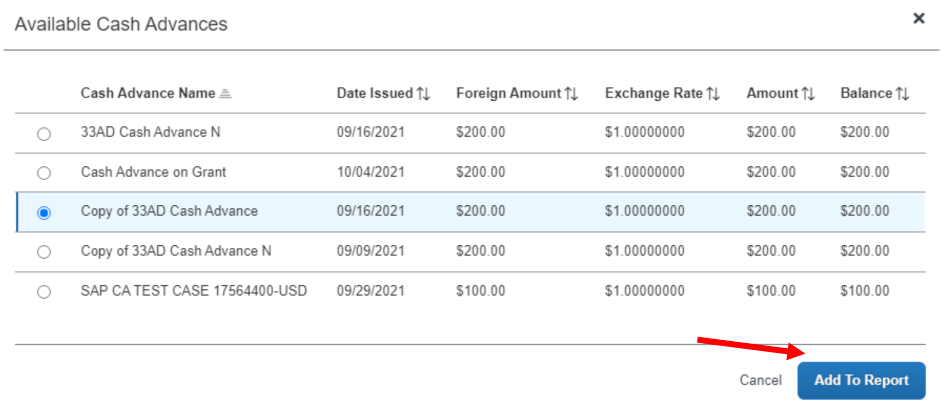
7. If a Cash Advance was issued for this trip, click **View** to include one on the Expense Report.



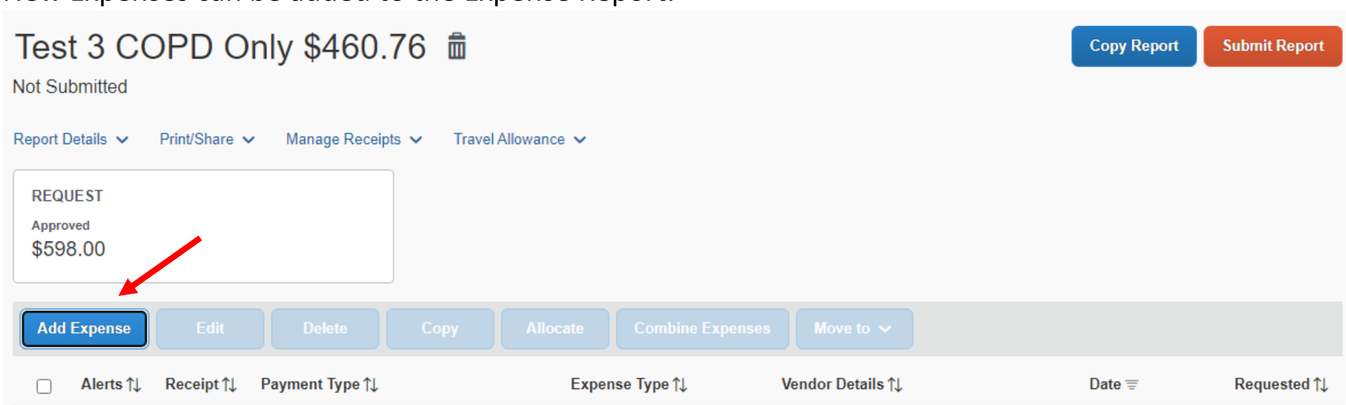
a. Click **Add** to see available Cash Advances or **Remove** to remove an advance from the Expense Report.



b. Select an advance and click **Add to Report**. The Cash Advance will then appear on the Expense Report Overview page.

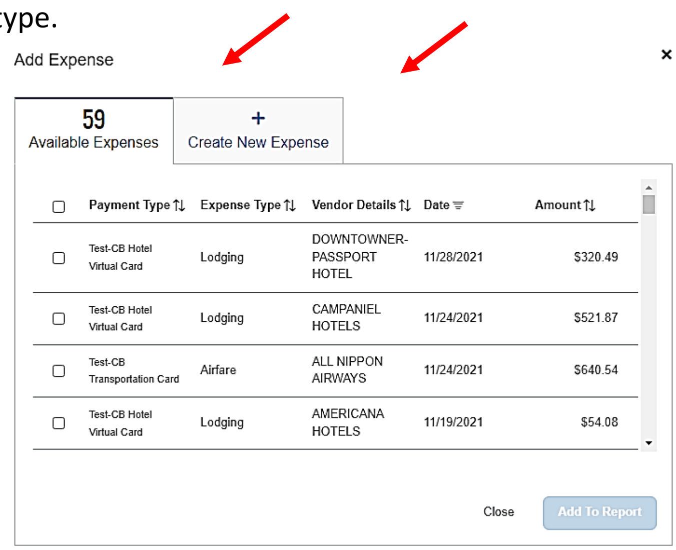


8. To add expenses to the Report, click **Add Expense** on the Report Overview page. Available Expenses or New Expenses can be added to the Expense Report.

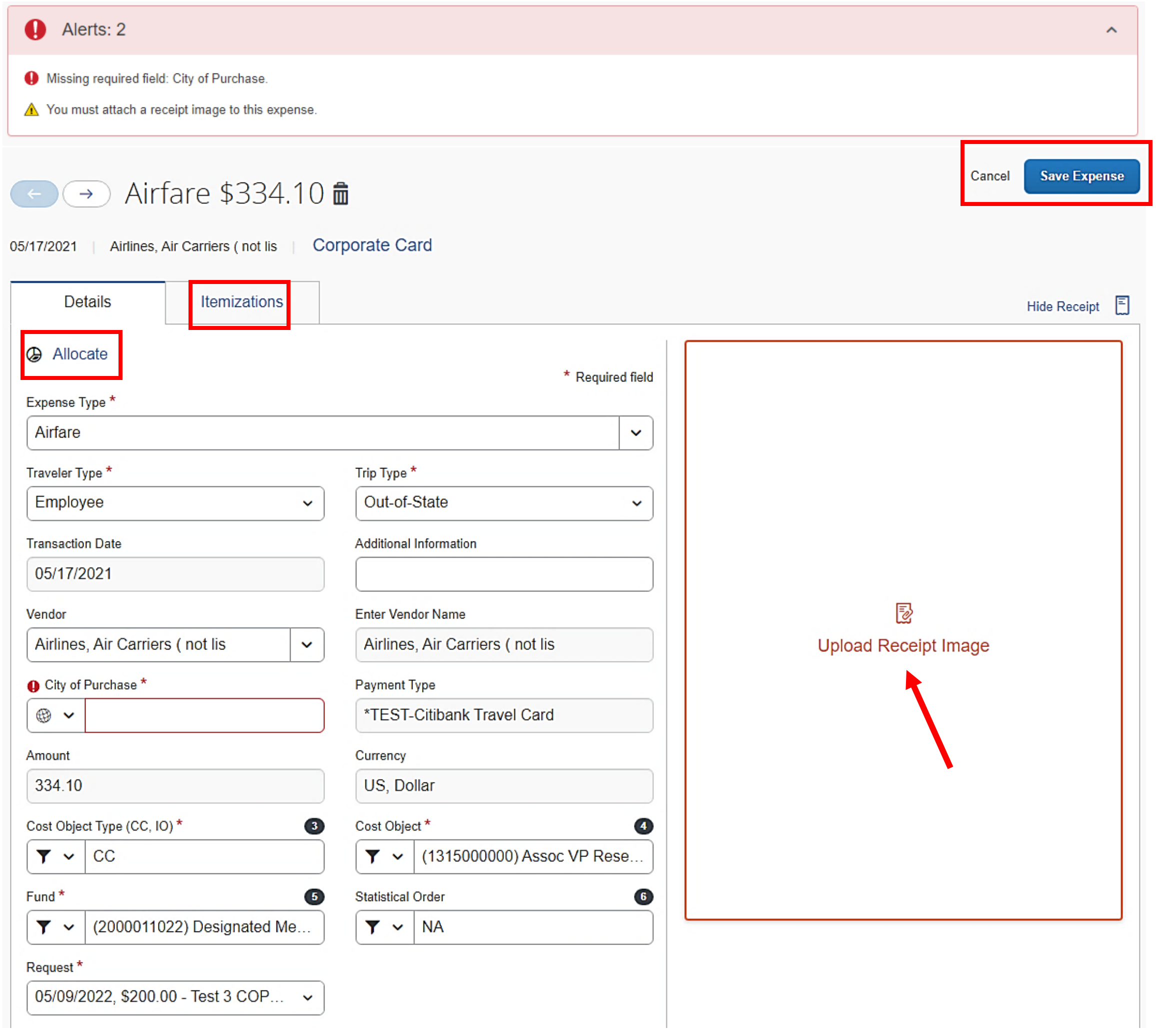


a. **Available Expenses** – processed payments in Concur that have not yet been assigned to an Expense Report. Transaction details are already partially filled in. Please select the corresponding expenses to the trip.

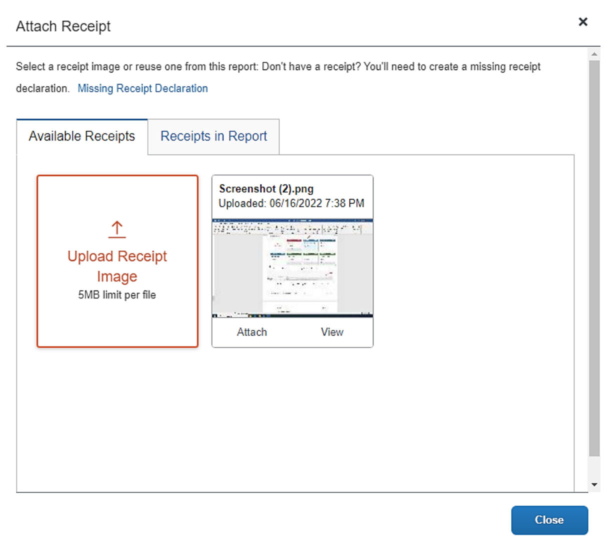
b. **Create New Expense** – expense types are listed in the menu and can also be searched by name. **NOTE:** Please review the Concur Expense Types Guide for information on each expense type.



- Once an expense type is selected, fill in the required fields. Red banner alerts at the top will tell you what information is missing for the expense item.



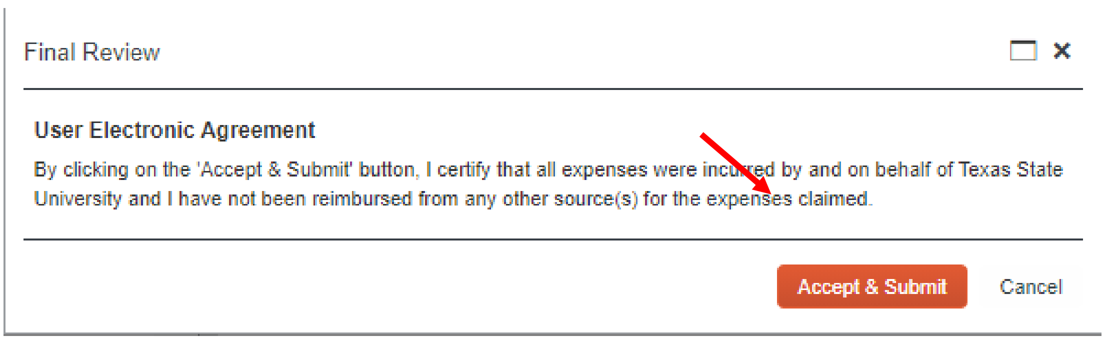
- Add receipts to the expense item by clicking on **Upload Receipt Image**. Use **Available Receipts** tab to browse your computer. Use **Receipts in Report** tab to assign a previously uploaded attachment to the expense item. **NOTE:** Receipts are required for all expense types except meal per diem. Attachments can be up to 5 megabytes per file uploaded.



- Once a receipt image and all the required information has been entered you may click **Save, Cancel, Itemizations,** or **Allocate**.
  i. **Save** will close the expense type and take you back to the Expense Report Overview.
  ii. **Cancel** will close without saving the expense type and take you back to the Expense Report Overview.
  iii. **Itemizations** tab will allow the user to itemize lodging expenses into the room rate, taxes, and other miscellaneous charges.
  iv. **Allocate** allows the user to distribute the expense across multiple funding sources by percentage or dollar amount.

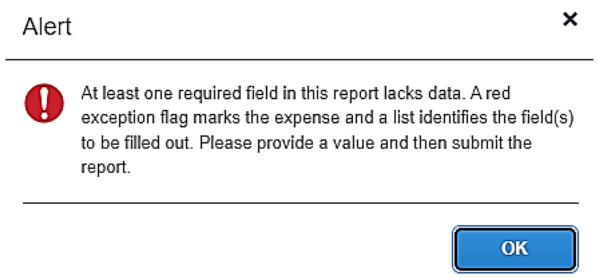
NOTE: Document missing symbol will appear for expenses that require documentation and will not allow the report to be submitted. Warning and Alert icons mean missing information must be filled in before the Expense Report can be submitted.

9. Once all expenses and required information is entered, select **Submit Report**.
   a. A Final Review popup will appear. Click **Accept & Submit** as validation that all information is correct. **NOTE:** a Certification Statement is required when submitting on behalf of another user.

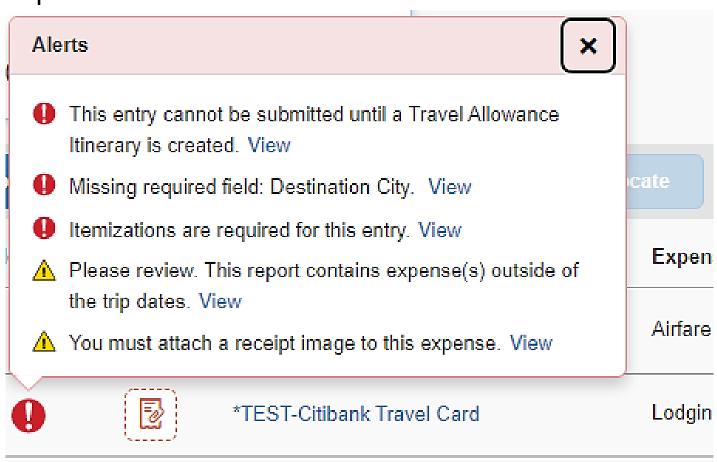


   b. A popup will appear once successfully submitted with a report overview. Click **Close** after this screen is reviewed.

c. If there are any errors that need to be corrected, this popup will appear.

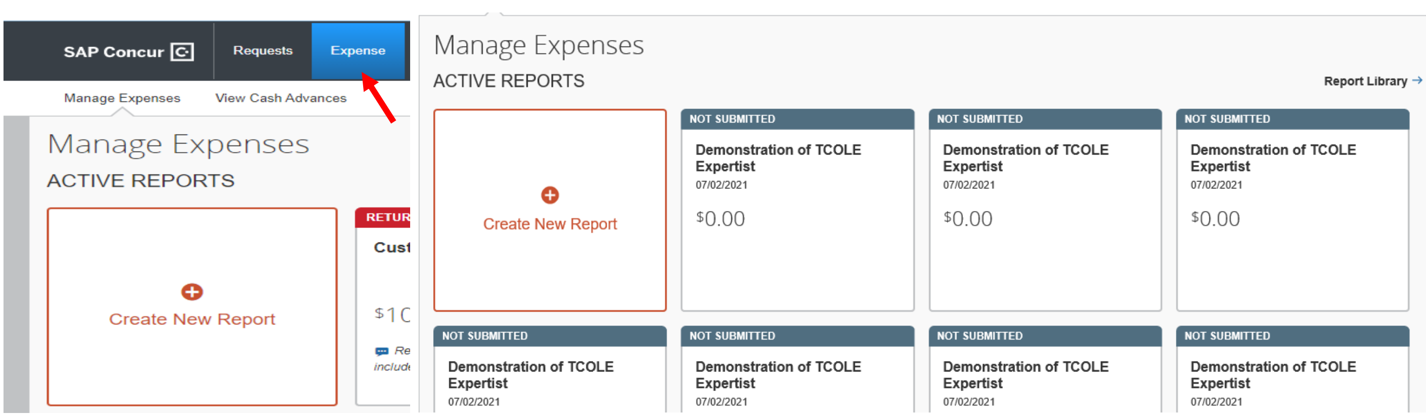


- Click **OK** to review list of Exceptions (error messages). A popup will appear under the expense that needs to be corrected.



- Once the correction has been made for all errors, click **Submit Report**.

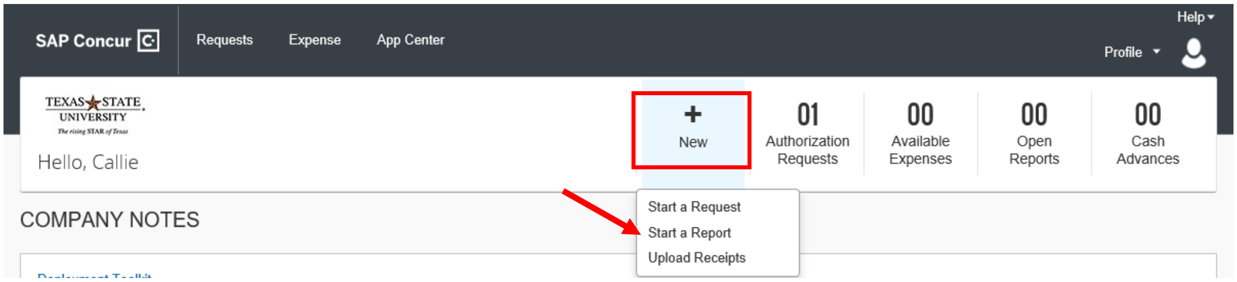
If you have already clicked Create a New Expense Report at least once, check your Active Reports for any saved drafts. **NOTE:** When you exit the Expense Report a draft is saved and could affect the submittal of an Expense Report if multiple drafts are saved.

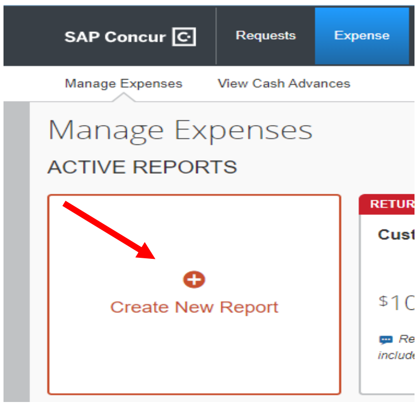


Campus-to-Campus Travel

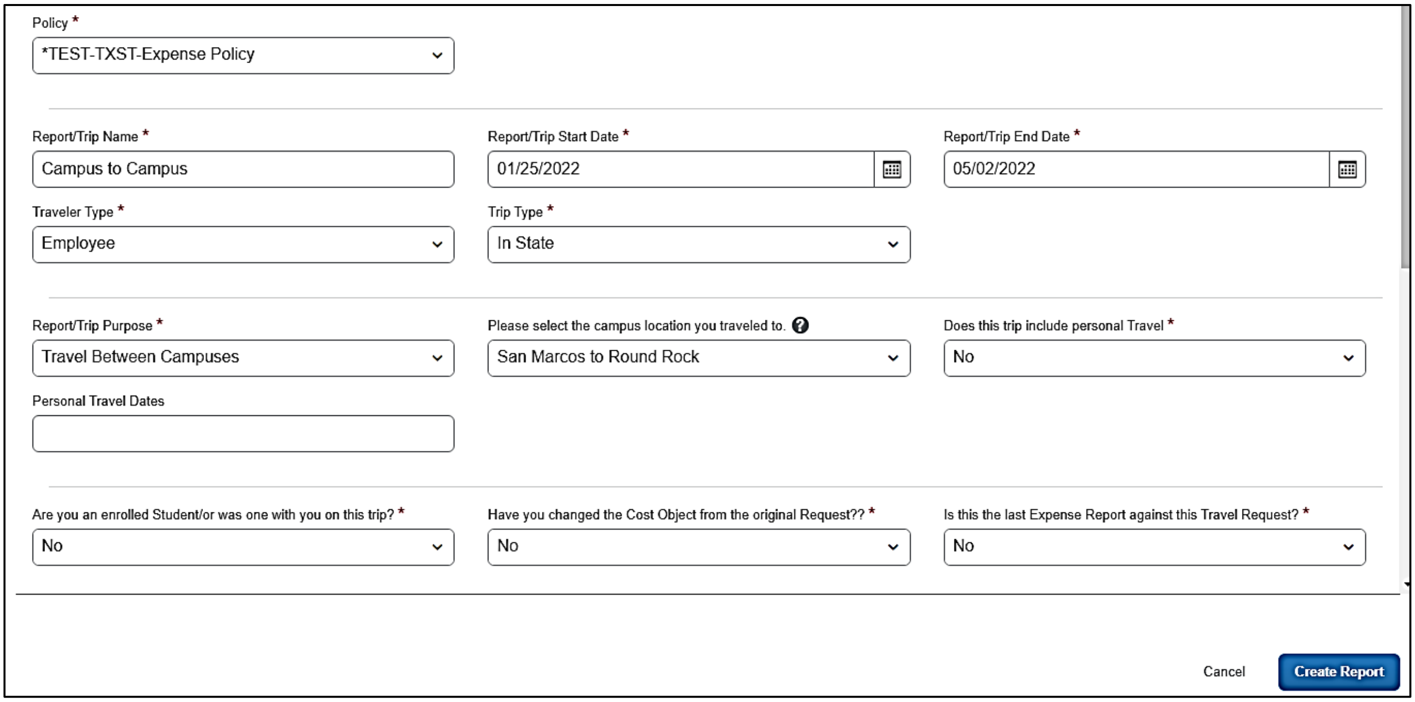
When traveling between Campuses or to the TSUS Office, no request is required. Only an Expense Report will need to be created.

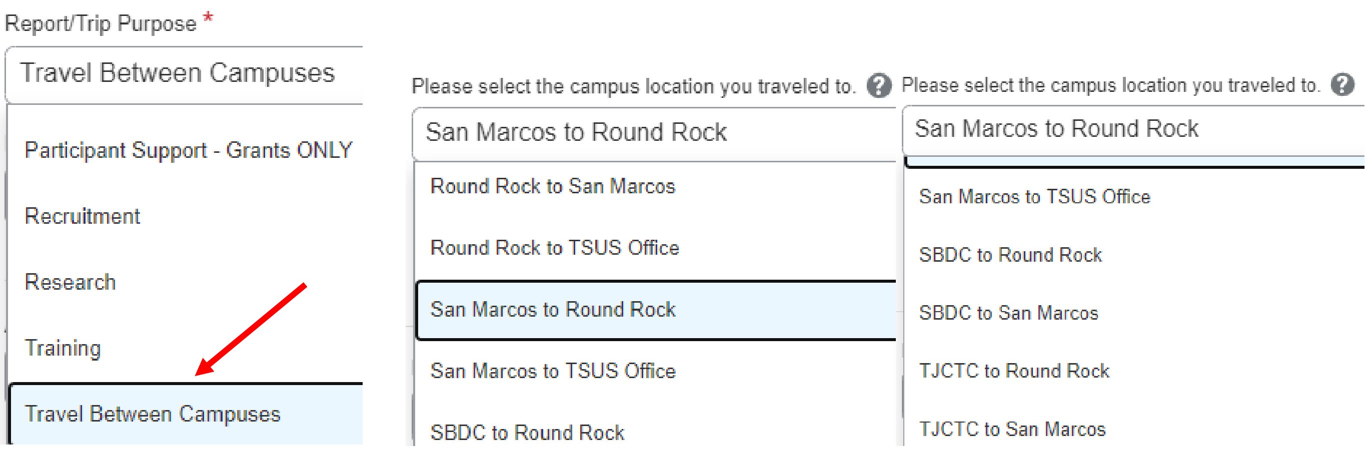
1. Under New, click **Start a Report** to create an Expense Report or select **Create New Report** in the Expense section.



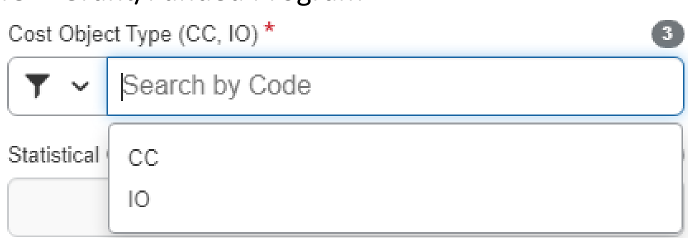


2. In the Report Header section, the red indicates required fields which must be completed before advancing to the Expenses tab.
   a. **Report/Trip Name** - Campus to Campus Travel
   b. **Report/Trip Start Date** - Date of departure
   c. **Report/Trip End Date** - Date of return
   d. **Traveler Type** - Select Employee
   e. **Trip Type** - Select In State
   f. **Report/Trip Purpose** - Select Travel Between Campuses
   g. **Please select the campus location you traveled to** - Select the location combination of your travel.
   h. **Does this trip include personal travel** - Select **No** as this does not apply to campus-to-campus travel.
   i. **Personal travel dates** - leave blank as this does not apply to campus-to-campus travel.
   j. **Are you an enrolled student/or was one with you on this trip?** Select **No** as this question applies to overnight travel ONLY.
   k. **Have you changed the Cost Object from the original Request?** Select **No** as there is no Travel Request.
   l. **Is this your last Expense Report against this Travel Request?** Select **No** as there is no Travel Request.

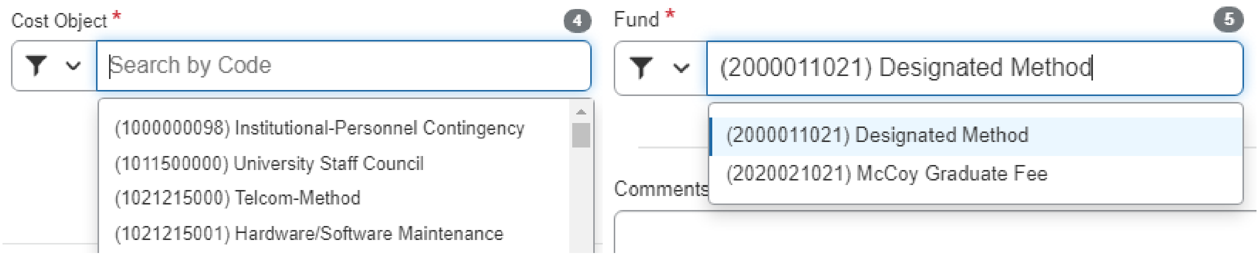




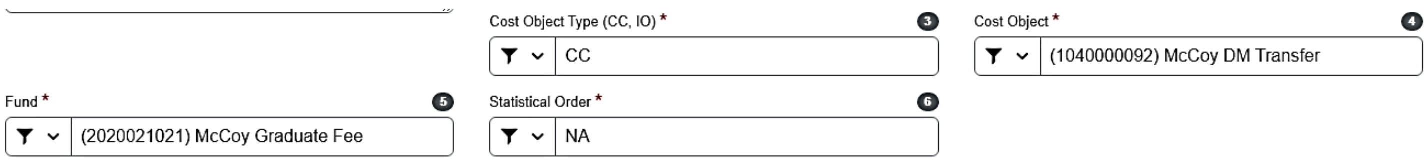
3. Enter the funding responsible for the traveler's expenses.
   a. Click the drop-down menu for **Cost Object Type**.
      i. CC = Cost Center
      ii. IO = Grant/Funded Program



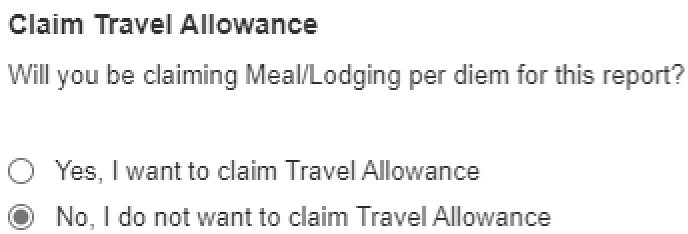
   b. Search for correct funding by using the drop-down menu or entering the account information.
      i. Select Text to search by the name of the Cost Assignment.
      ii. Select Code to search by number. Once the first numbers are entered, a list of selections will be generated.
   c. Select the appropriate fund from the drop-down menu.



d. Statistical Order will be NA unless required by your funding for reporting purposes.

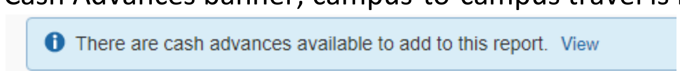


4. Select **No, I do not want to claim Travel Allowance.** Campus-to-Campus travel is not eligible for Meal or lodging per diem.

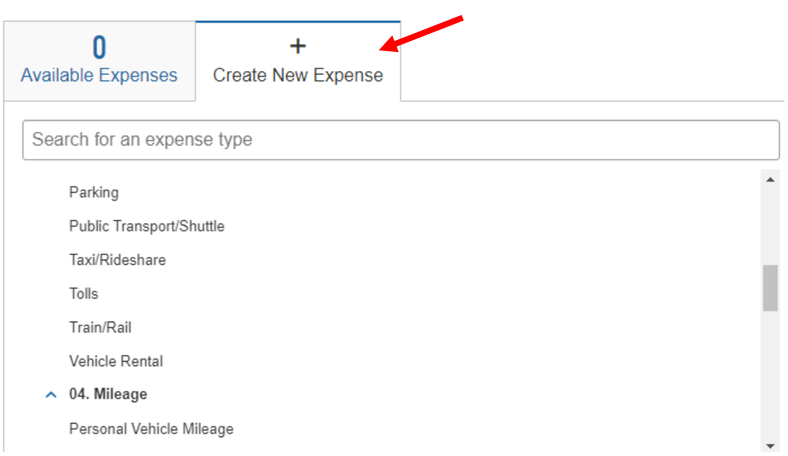


5. Click **Create Report** when entries are completed.

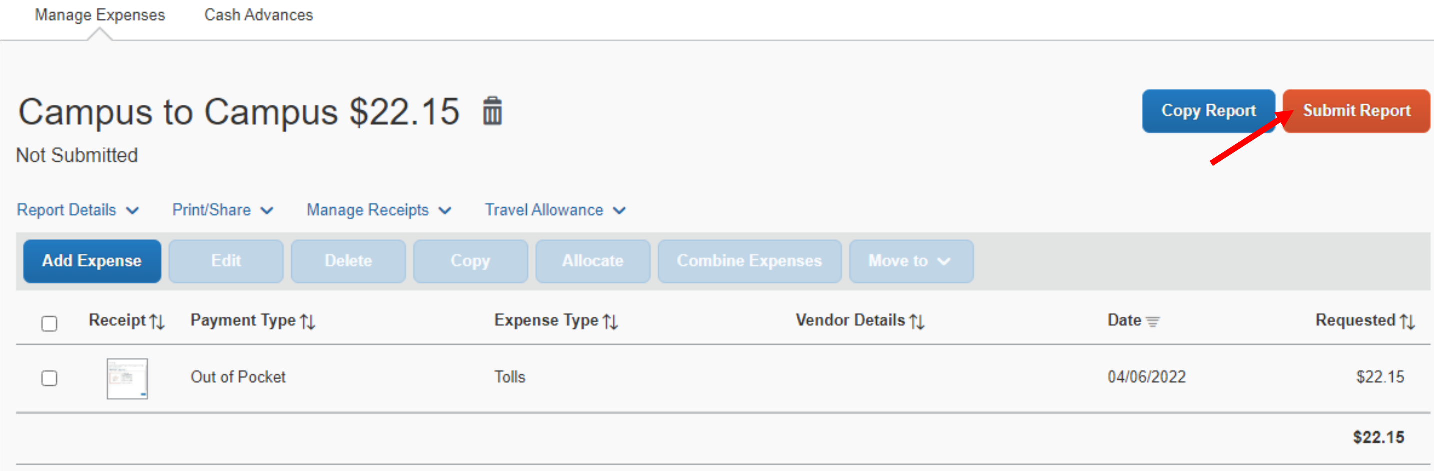
6. Ignore the Cash Advances banner; campus-to-campus travel is not eligible for Cash Advances.



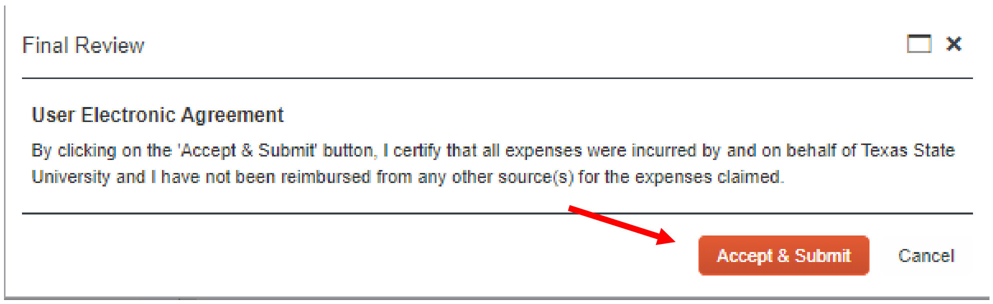
7. Click **Add Expense**, then select the **Create New Expense** tab.
   a. Acceptable expense types for campus-to-campus travel include mileage, parking, and tolls.



8. Once all expenses and required information have been entered, select **Submit Report**.
NOTE: a [Certification Statement](#) is required when submitting on behalf of another user.



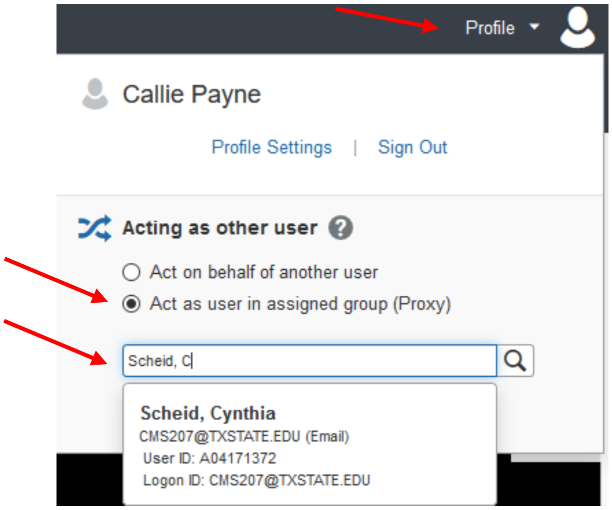
a. A Final Review pop-up will appear. Click **Accept & Submit** to validate all information is correct.



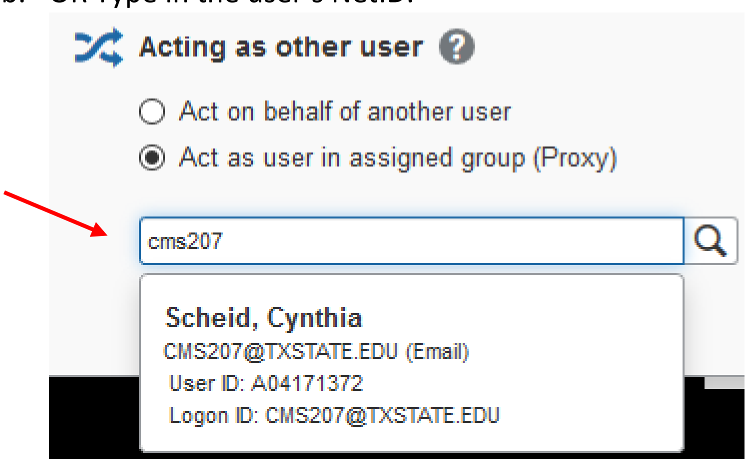
How to Create a Travel Request on Someone's Behalf

You must have the Proxy role (Travel Assistant) to create Travel Requests or Expense Reports for another traveler.

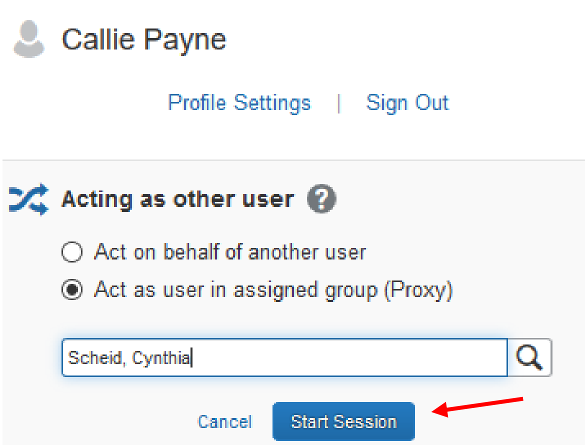
1. If acting on behalf of another user, click radio dial **Act as user in assigned group (Proxy)**.
2. Search for the employee.
    a. Type in the user's name, then select the user.



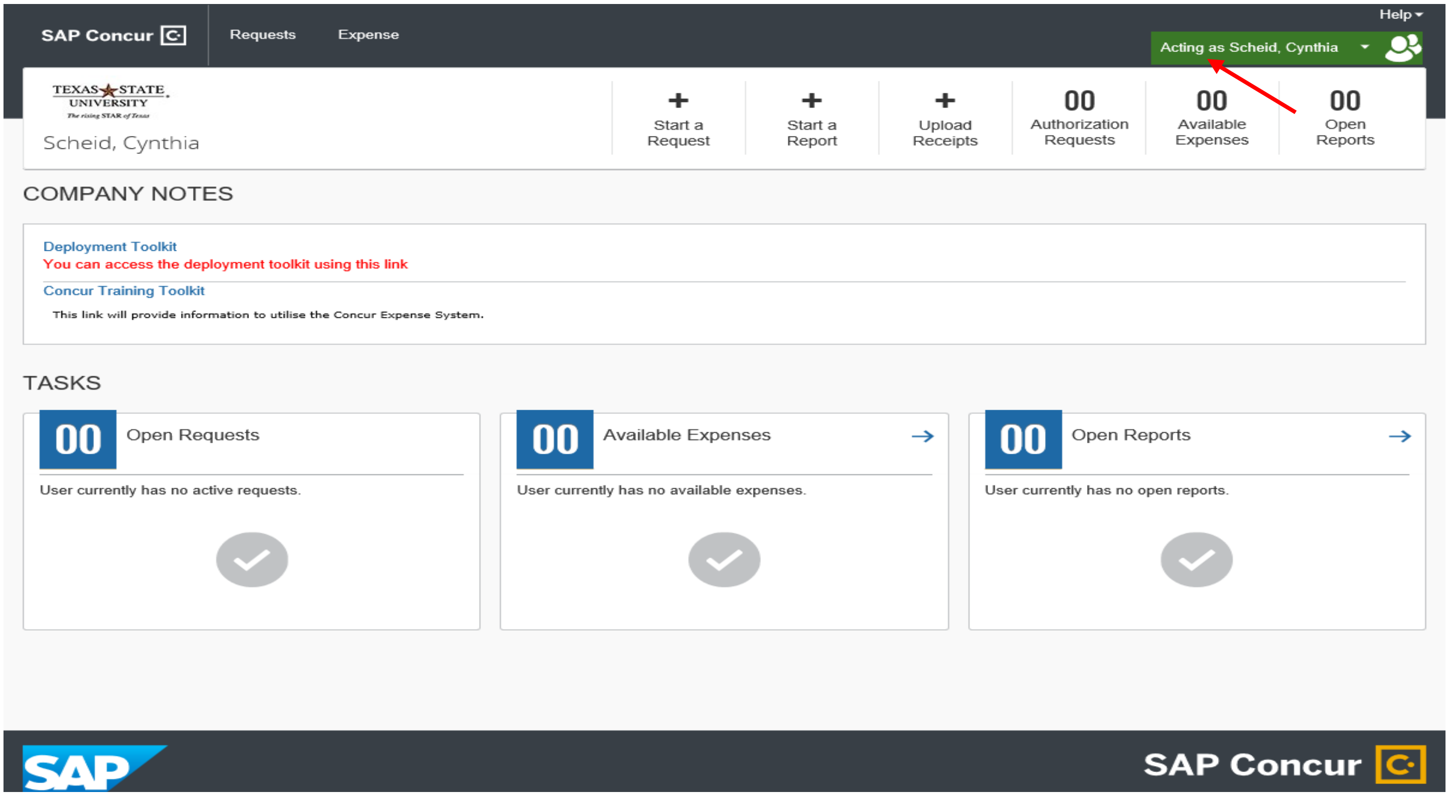
    b. OR Type in the user's NetID.



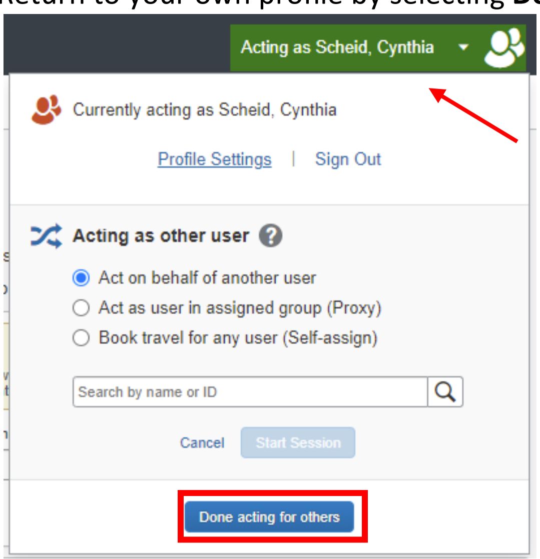
    c. Verify the name, NetID, and UserID are correct.
3. Select Start Session.



4. Once the profile has been selected, the screen will convert to Acting as (NAME).
5. Their request and report history will be displayed.



6. You may now create a Travel Request or Expense Report for another employee by following the procedures above.
7. Once completed, you may select a different employee profile or return to your own profile.
   a. Select a different employee profile by clicking the drop-down arrow by the name and repeating steps 2-5.
   b. Return to your own profile by selecting **Done acting for others**.



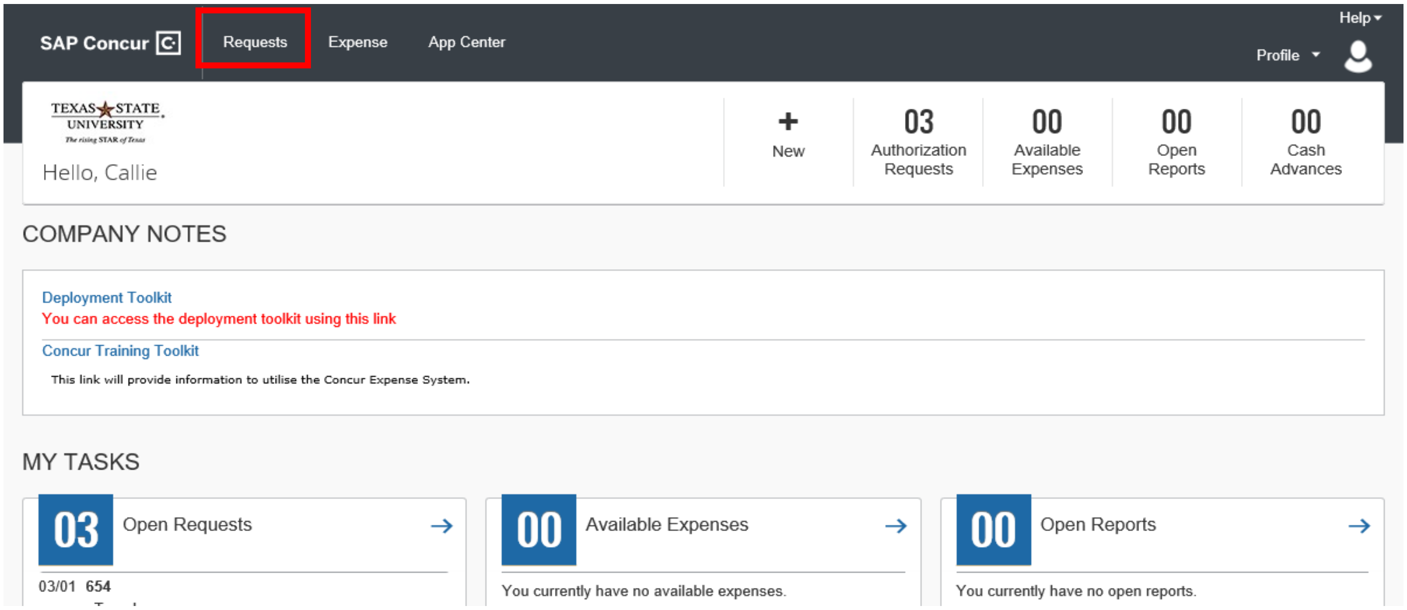
Viewing Created Travel Requests and Expense Reports

From the SAP Concur homepage, a list of Travel Requests and Expense Reports are listed under My Tasks for quick reference. **NOTE:** To view someone else's Travel Requests and Expense Reports, use **Act on behalf of another user**.

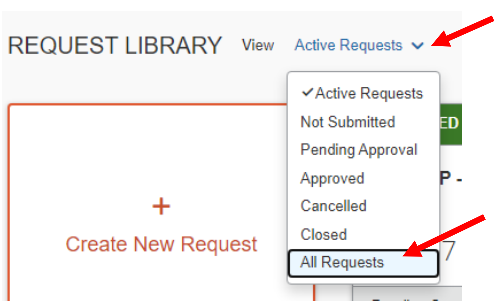
Travel Request

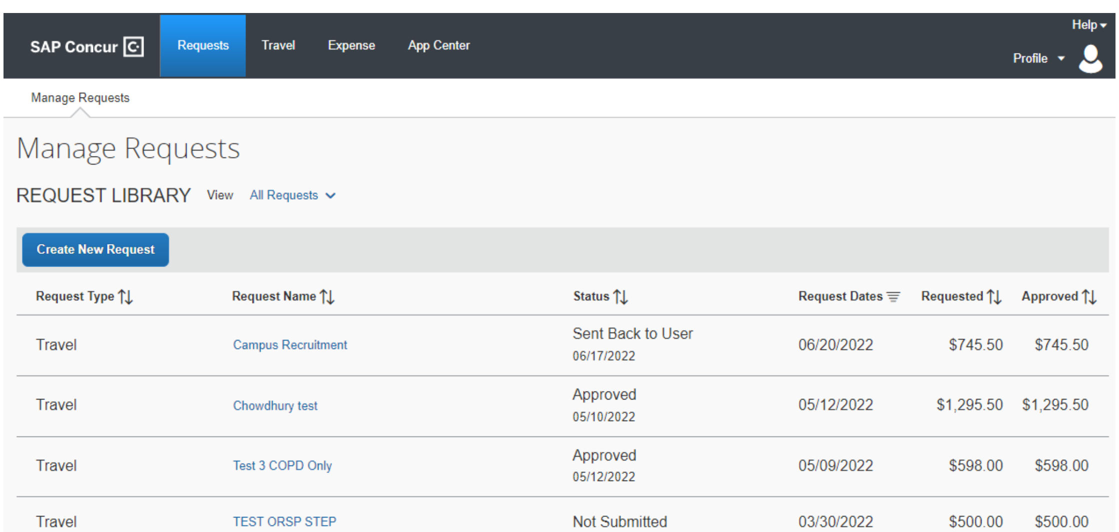
To view a more detailed listing of the request:

1. Click on **Requests** in the Quick Task Bar.



2. Click **View** drop-down menu, select **All Requests** to view all Travel Requests created.



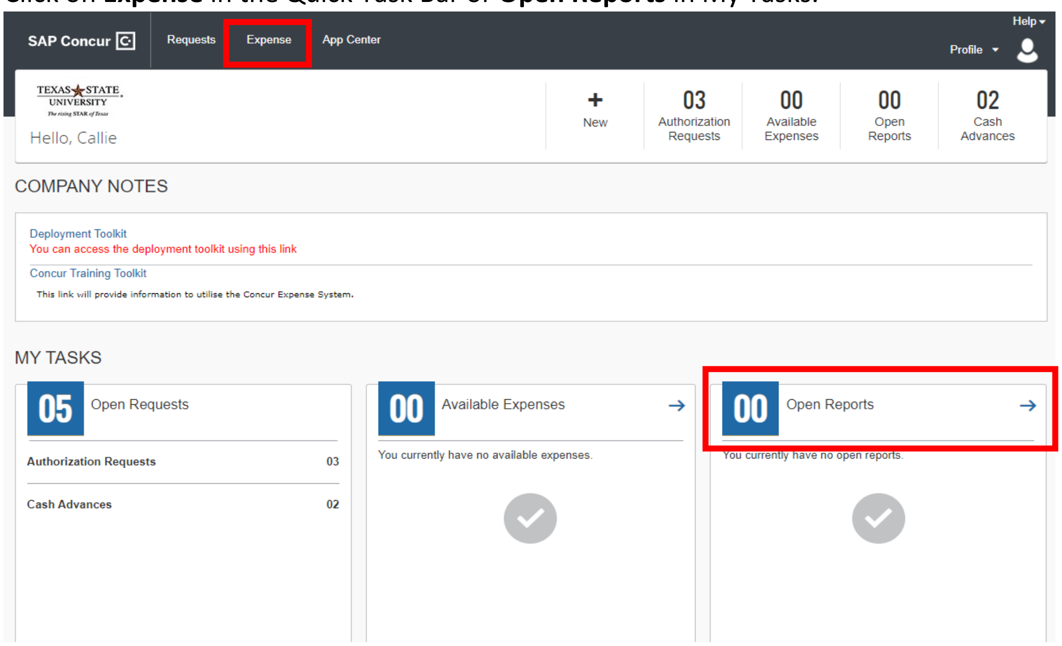


3. The status column will show where the request is in workflow.
    - **Not Submitted** - Request has been created, parked and is not in approval workflow.
    - **Pending (LEVEL) Approval** - Shows what level the Travel Request is at in workflow.
        i. Pending External Validation = Budget check. **NOTE:** Should clear in minutes, contact the Travel Office if more than an hour in this status
        ii. NCAA Compliance = NCAA Compliance Officer, Athletics ONLY
        iii. Business Manager = Business Manager, Athletics ONLY
        iv. Cost Object = Account Manager approval
        v. Supervisor = Traveler is the Account Manager and cannot approve their own travel which prompts the Travel Request to route to the Traveler's supervisor
        vi. ORIC1 = Office of Research Integrity and Compliance
        vii. ORSP = Office of Research and Sponsored Programs
        viii. Dean = Assigned Dean for Academic accounts
        ix. Cabinet = Assigned Cabinet Officer for your division
    - **Pending Travel Office Review** – This is the last approver before the Travel Request is complete.
    - **Approved** - Approval workflow is complete, and Expense Report may be created once the trip is complete.
    - **Sent Back to User (NAME)** - Travel Request has been rejected by the name listed.

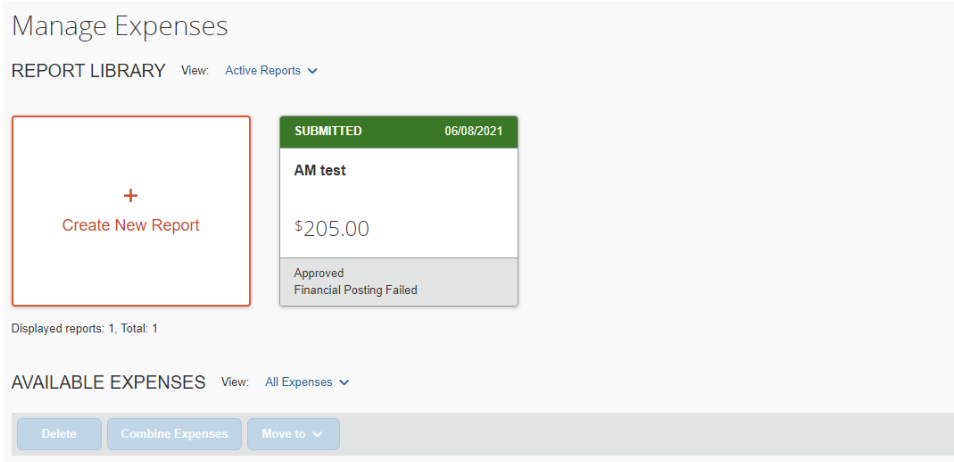
Expense Report

To view a more detailed listing of a report:

1. Click on **Expense** in the Quick Task Bar or **Open Reports** in My Tasks.



2. Select the report to be viewed.



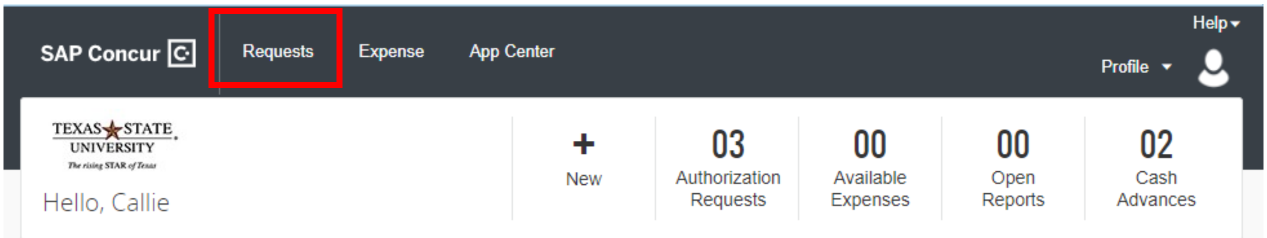
3. The status column will inform of where it is in workflow.
    - **Pending Business Manager Approver** = Business Manager approval, Athletics ONLY.
    - **Pending Cost Object Approver** = Routing to Account Manager for approval.
    - **Pending Supervisor Approval** = Traveler is the Account Manager and cannot approve their own travel which prompts the Expense Report to route to the Traveler's Supervisor.
    - **Approved & In Accounting Review** = In the Travel Office queue for approval.
    - **Approved** = Approval workflow is complete and routing for payment.
    - **Not Submitted** = Expense Report created but not submitted.
    - **Sent Back to User** (NAME) = Expense Report has been rejected by the name listed.
4. Payment Status will inform when the reimbursement is in the payment process and the payment status.
    - **Not Paid** = Payment has not processed.
    - **Processing Payment** = Payment will go out in the next 2-3 business days.
    - **Payment Confirmed** = Payment has been processed and sent via vendor record or check for non-employee.

How to Recall a Travel Request or Expense Report

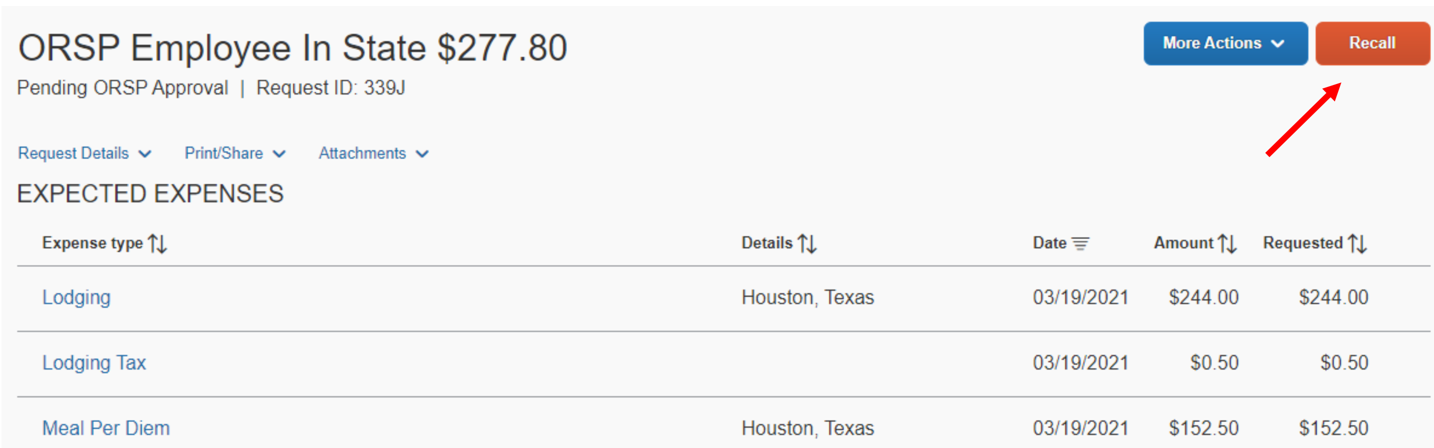
If a Travel Request or Expense Report has been submitted but not yet approved by the Travel Office, it may be recalled. This will remove it from approval workflow, and it will be made available to the creator for changes.

Travel Request

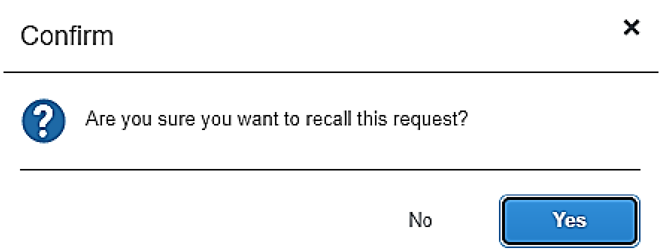
1. Select **Requests** from the Quick Task Bar.



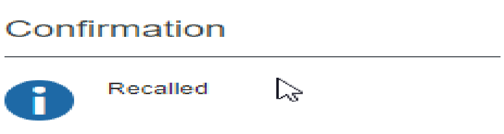
2. Select the Travel Request to be recalled. **Note:** The Travel Request cannot be recalled if fully approved.
3. Click **Recall**.



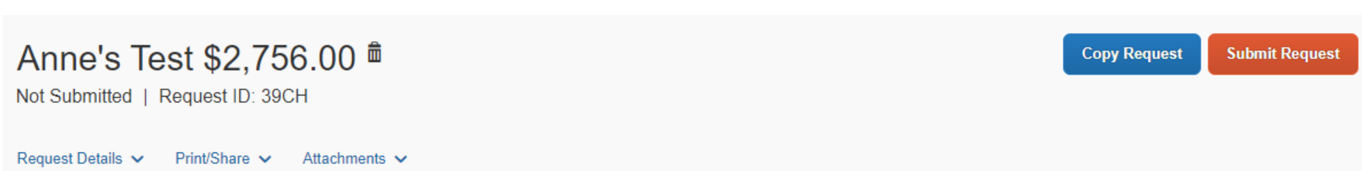
4. Confirm action. Click on **Yes** or **No**. Clicking on **No** does not recall the request.



5. Once confirmed, a popup will appear.



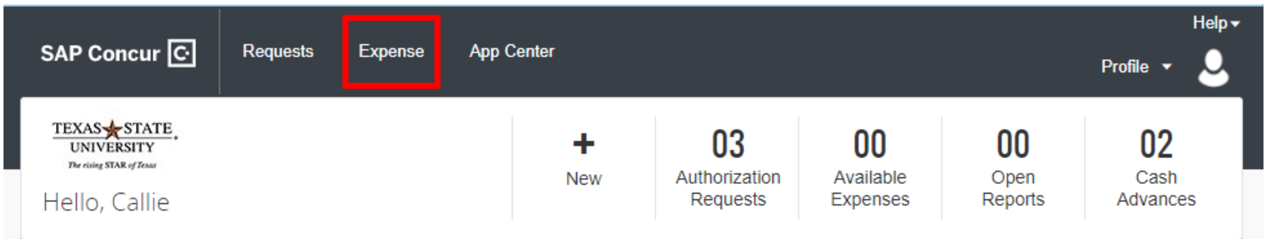
6. The request is available for changes immediately.
7. Make all changes needed and **Submit Request** or save and exit.



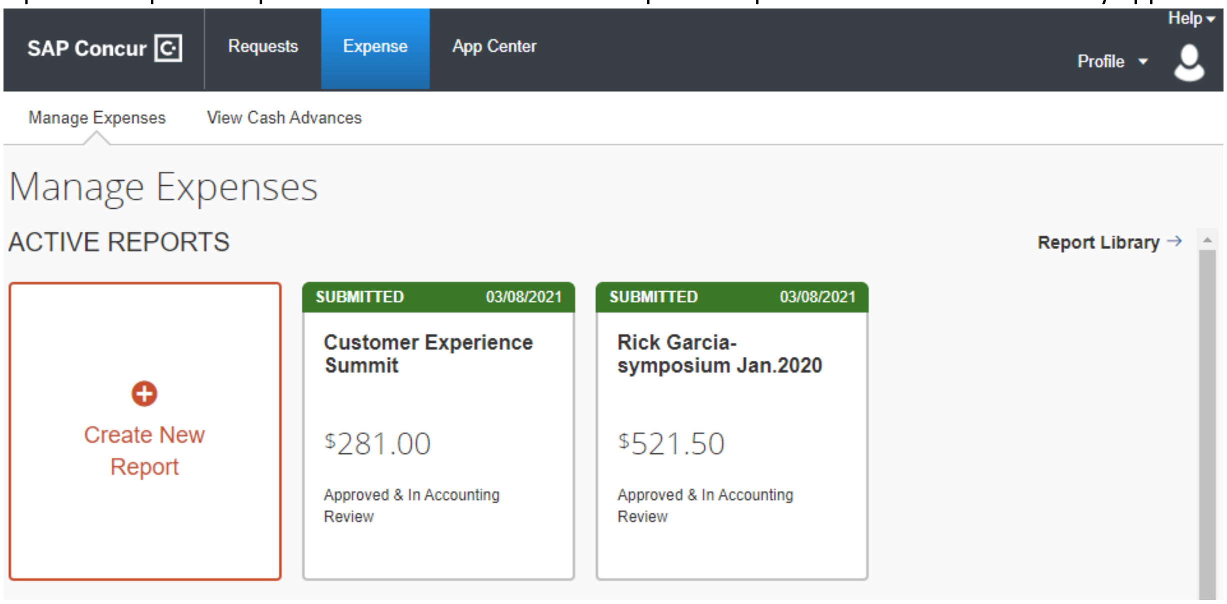
NOTE: If being resubmitted, when the Final Review screen appears, click on **Accept & Submit** and a confirmation will appear.

Expense Report

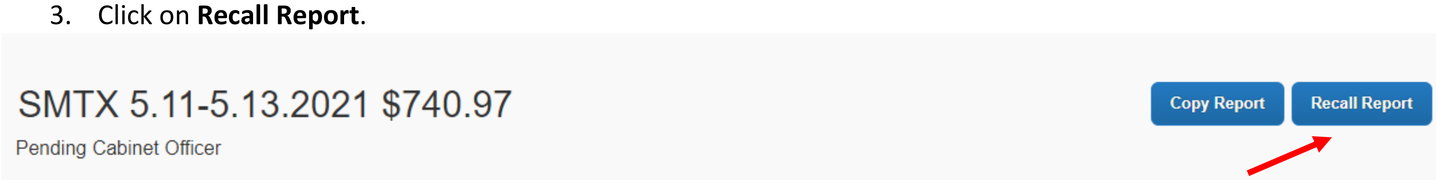
1. Select **Expense** to recall an Expense Report.



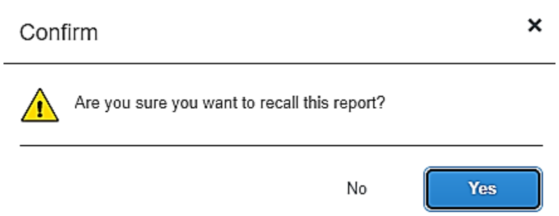
2. Open the Expense Report to be recalled. **Note:** The Expense Report cannot be recalled if fully approved.



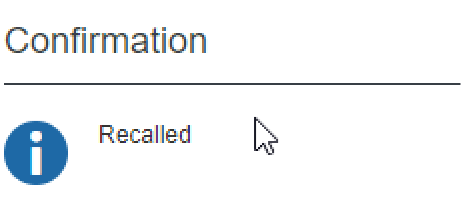
3. Click on **Recall Report**.



4. Confirm action. Click on **Yes** or **No**. Clicking on **No** does not recall the expense report.

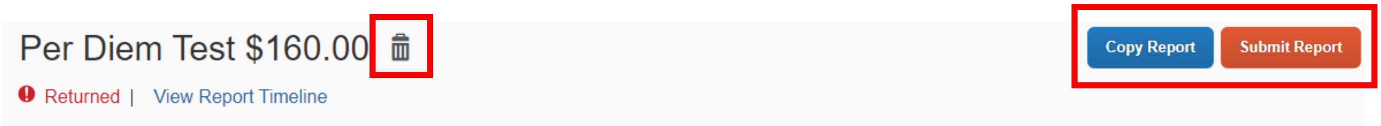


5. Once confirmed, a popup will appear.

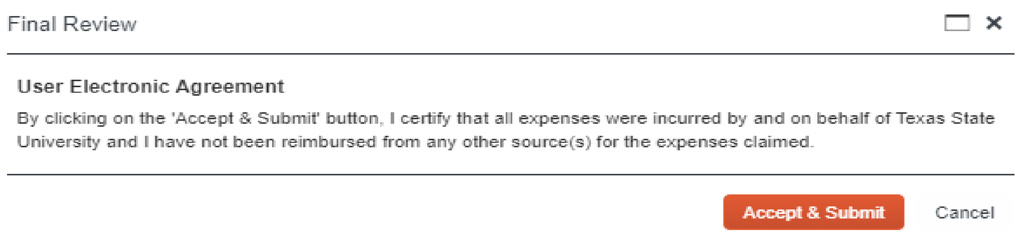


6. The expense report is available for changes immediately.

7. Make all changes needed and click **Submit Report**. The Expense Report may be deleted at this time by clicking the trash can icon.



NOTE: If being resubmitted, the User Electronic Agreement will need to be accepted and a summary will appear.



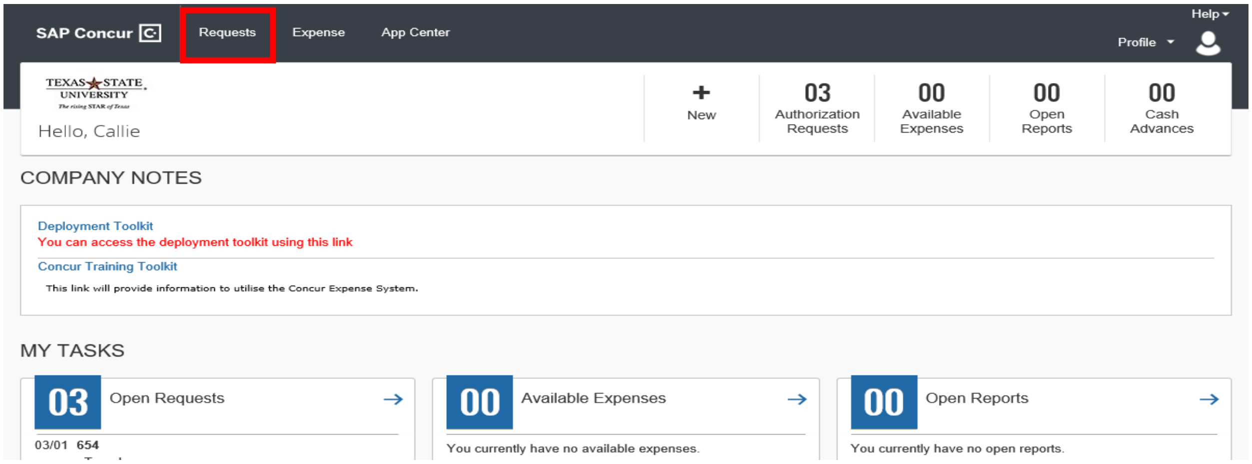
Viewing Approval Workflow List

The required workflow approvals can be viewed once the Travel Request or Expense Report has been saved.

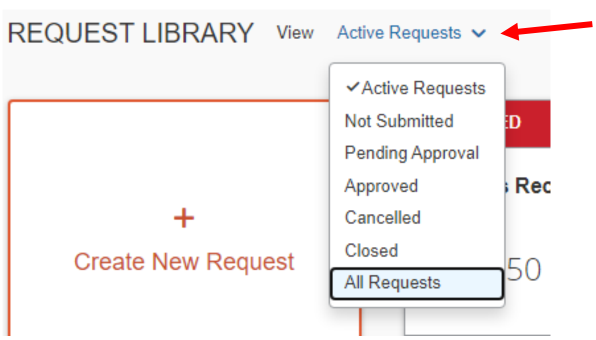
Travel Request

To view where the Travel Request is in the workflow or which approvers it will route to:

1. Click on **Requests** in the Quick Task Bar.

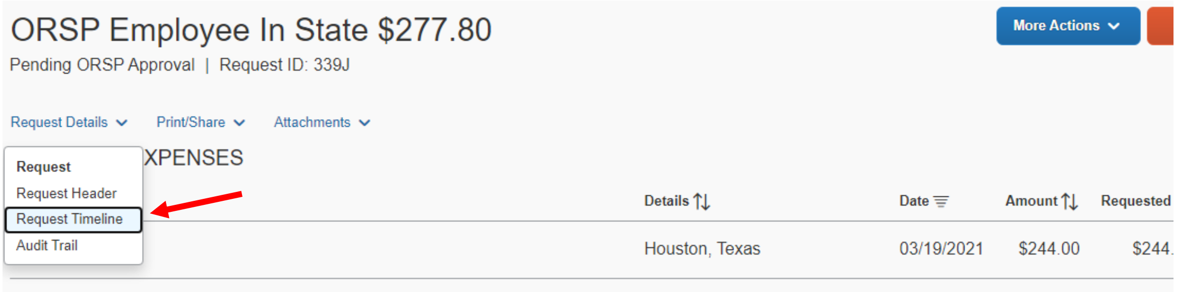


2. Click **View** drop-down menu, select **All Requests** to view all Travel Requests created. Current viewing will be indicated by a checkmark.

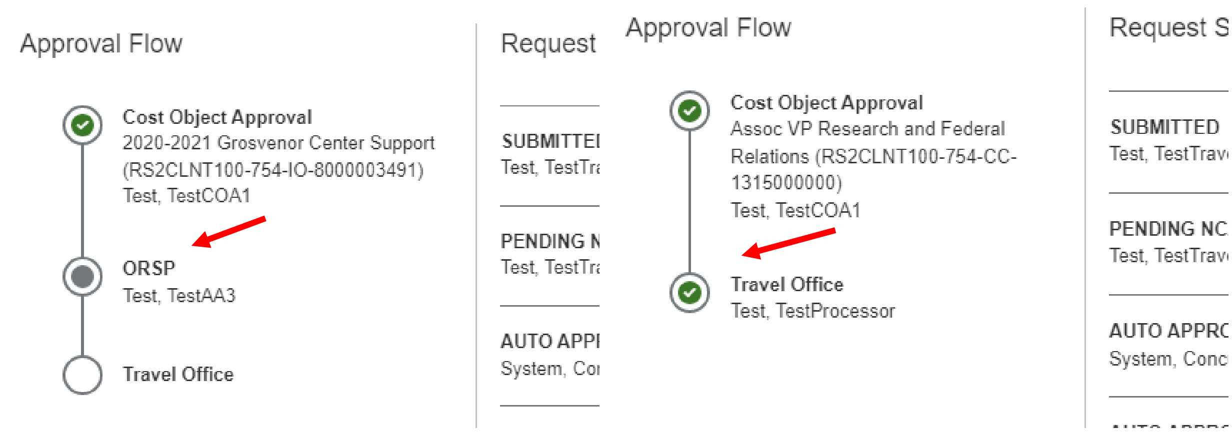


3. A list of Travel Requests will appear, click on the Travel Request you would like to view.

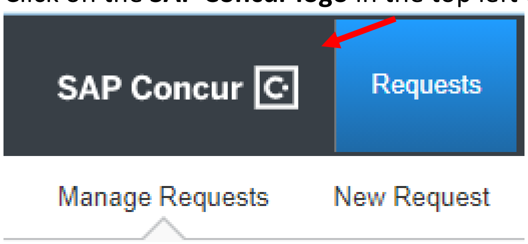
4. Click on **Request Timeline**. This will list all approval levels that are required before it will be seen by the Travel Office (Processors). **NOTE**: The Audit Trail tab displays the workflow in technical detail and should not be used.



5. Once an approval level has been completed it will have a green checkmark.



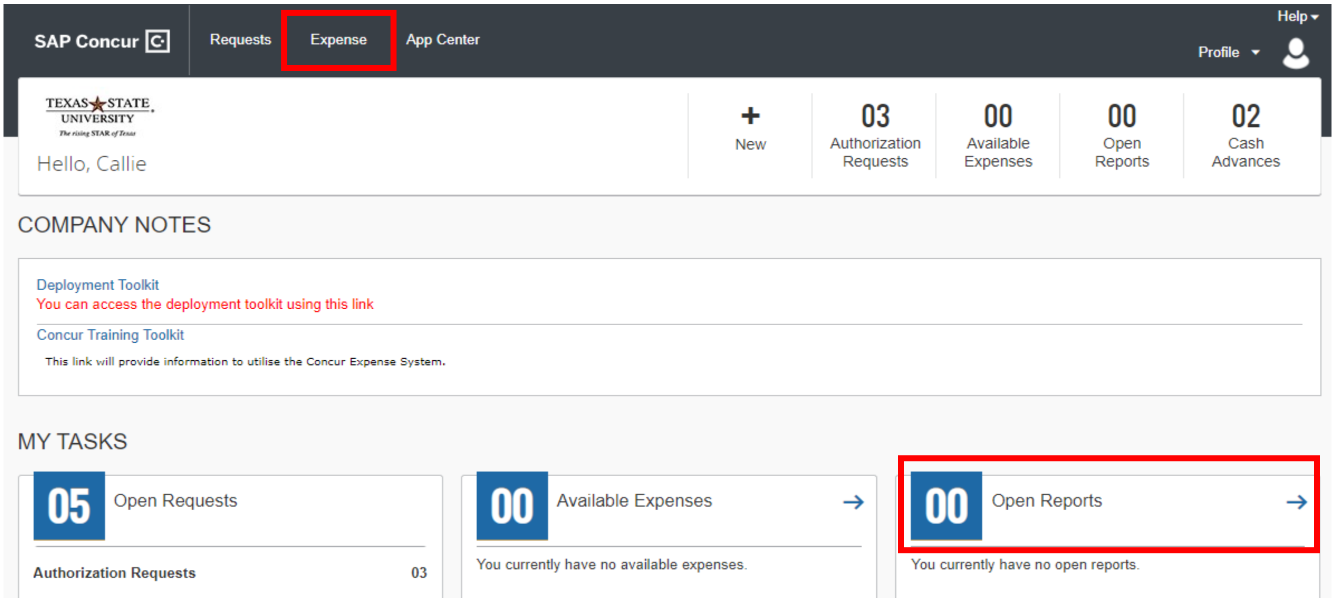
6. Click on the **SAP Concur logo** in the top left to return to the homepage.



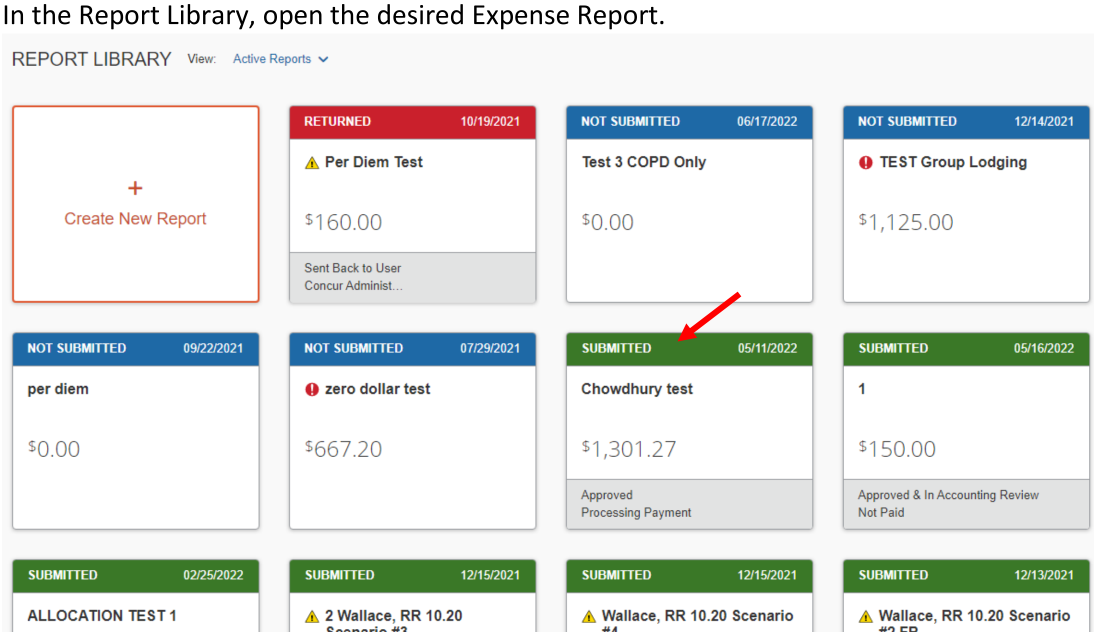
Expense Report

To view where the Expense Report is in the workflow or which approvers it will route to:

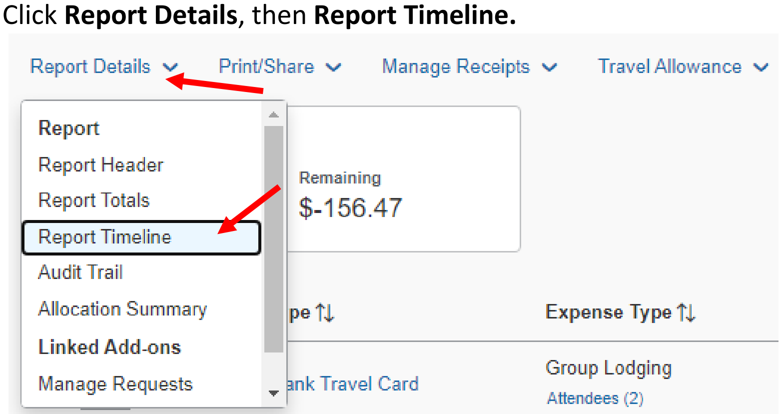
1. Click on **Expense** in the Quick Task Bar or **Open Reports** in My Tasks.



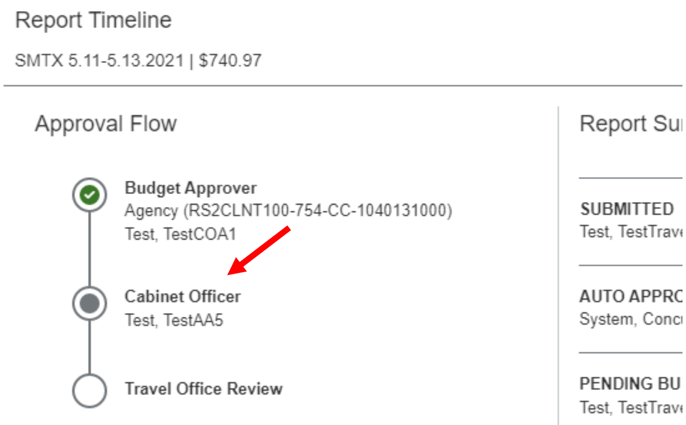
2. In the Report Library, open the desired Expense Report.



3. Click **Report Details**, then **Report Timeline.**



4. The Approval Flow for the Expense Report will display. Once an approval level has been completed it will have a green checkmark. Once completed viewing the approval flow, click **Done.**



5. Click on the **SAP Concur logo** in the top left to return to the homepage.