CONCUR TRAVEL USER GUIDE

Caddo Parish Public Schools

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Introduction

Effective ***November 9, 2020***, the paper-based current process for approving travel requests and travel expense reimbursements has been replaced with SAP Concur Travel.

No more tracking down supervisors to approve and sign a paper travel request. Concur brings the entire process and all the data together in one place, so you can see and manage your travel request efficiently.

The accounts payable process is streamlined by automating the process from reimbursement request to payment.

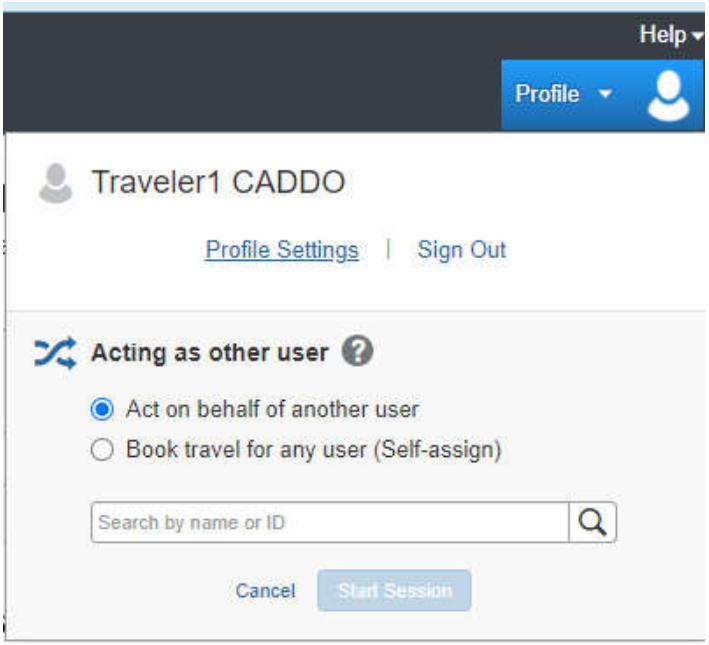
The Concur mobile app allows users to scan receipts of expenses while traveling, and attach them to expense reports for easy reimbursement.

Logging Into Concur

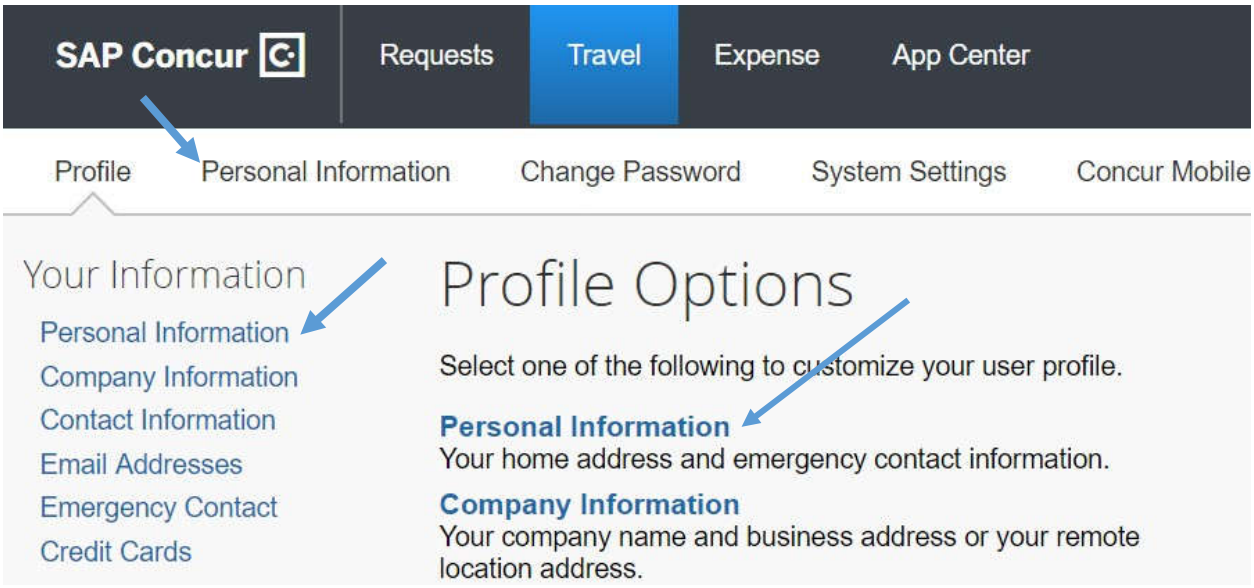
- Navigate to Concur site, www.concursolutions.com and type in your Caddo e-mail address in the User Name field and your Concur password in the Password field.
- You will be assigned a temporary password. You will be required to change your password when you login to Concur for the first time. Passwords must be changed every 90 days. Passwords must be a minimum of 7 characters long but no more than 60 characters and contain at least one uppercase and one lowercase letter and one number. You will not be able to reuse any of your last 4 passwords.
- If you cannot login, please contact our Security Administrators Kristi Willis at 603-6263 or Marchelle Cavanaugh at 603-6353

Create Your Travel Profile

In the upper right hand corner, click **Profile**, and then click **Profile Settings**. **IMPORTANT NOTE: You must complete the required fields of the Profile before you can book a trip.**



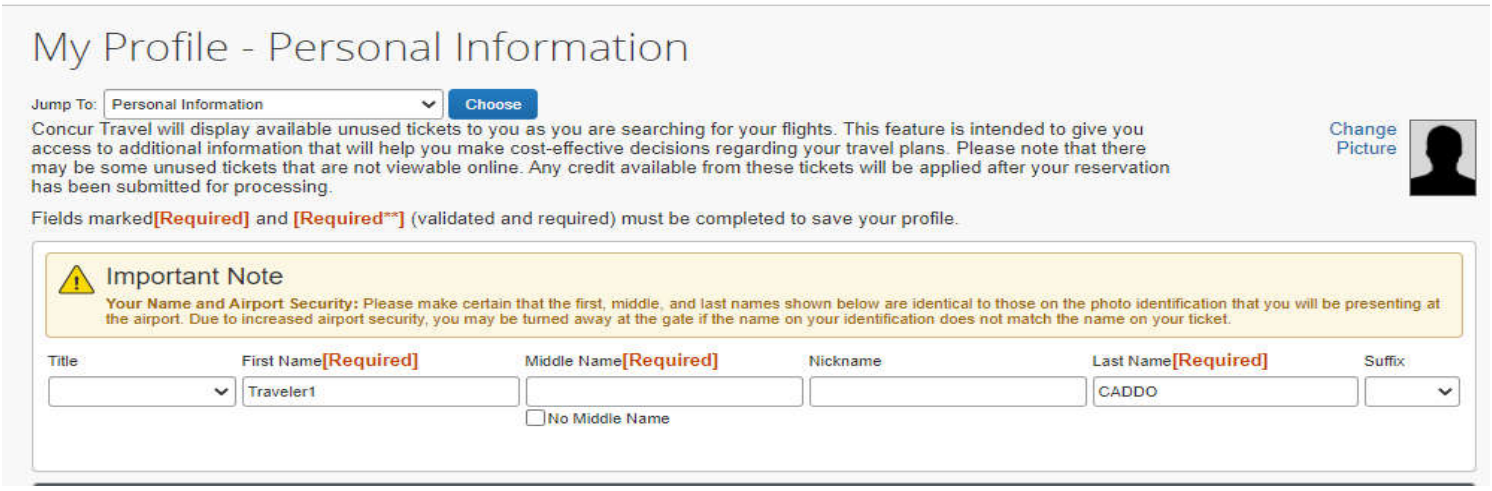
This brings you to the Profile page. There are several sections of the Profile page, and various links to access them.



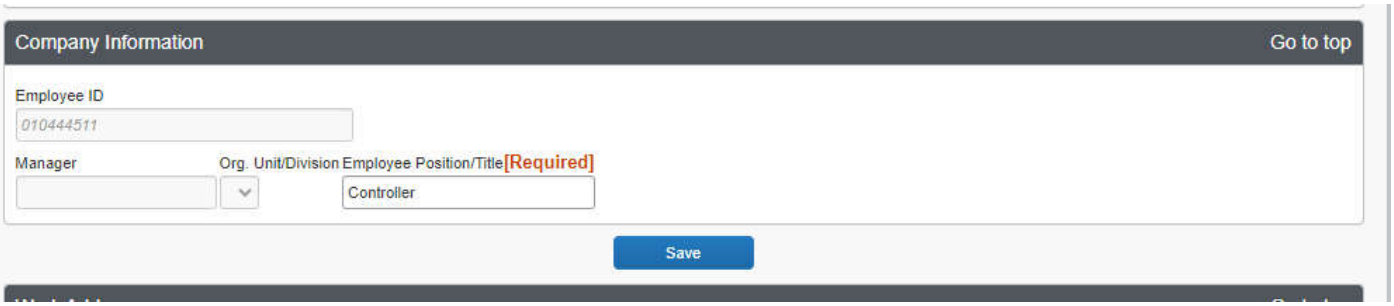
Begin by clicking **Personal Information**.

Your name should already appear in the fields. Review this information carefully. Your name must appear **EXACTLY** how it shows on your photo identification. This is how your name will appear on your airline ticket. Any errors may result in your being turned away by airport security.

This information must be updated before booking travel.



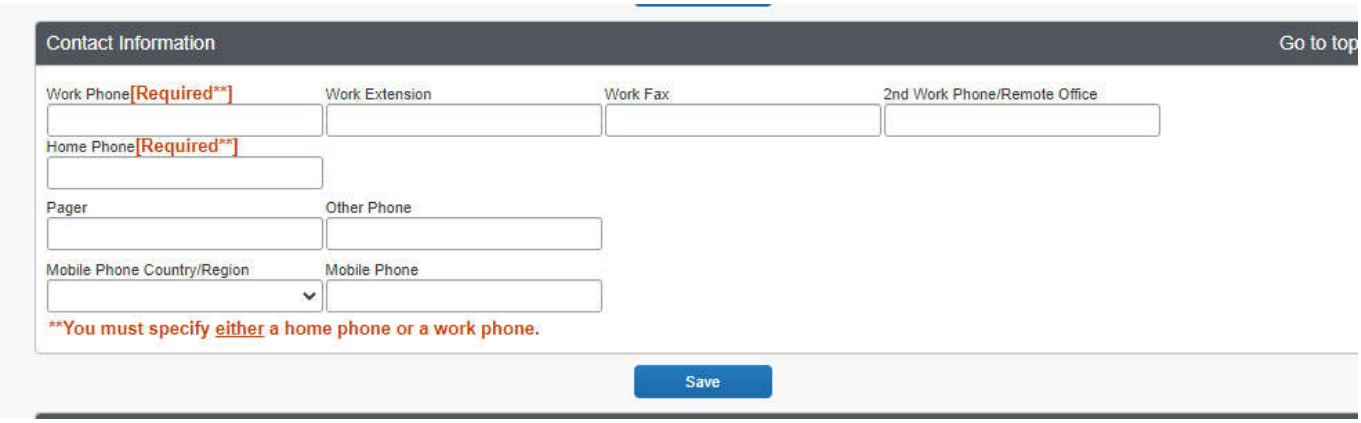
The next section is your **Company Information** and should also already be pre-populated with your employee ID. If you notice an error, contact Finance. Enter your Position/Title.



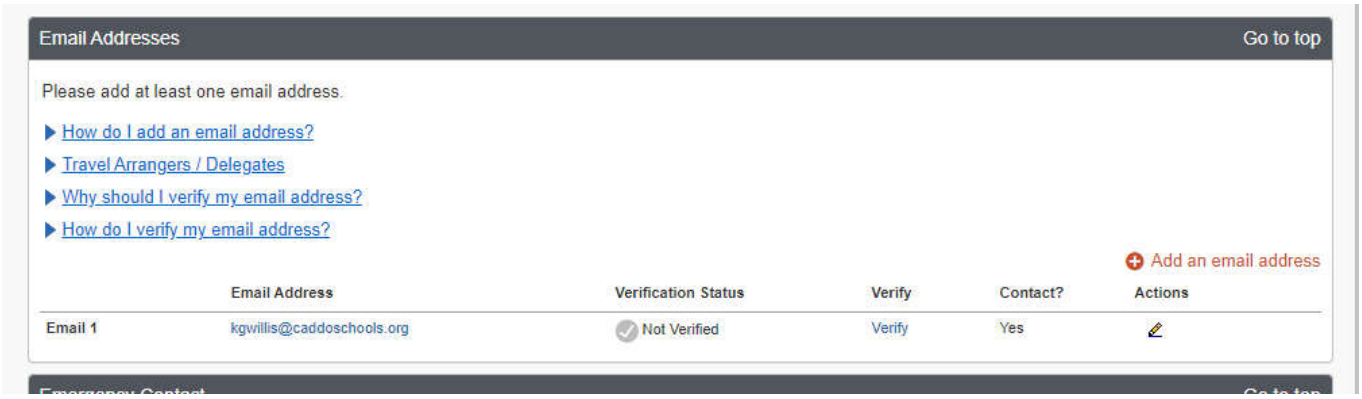
You may notice there are **Save** buttons at the bottom of each section. You may save each section as you move along.

You may enter your **Home Address**, however, this is not a required field.

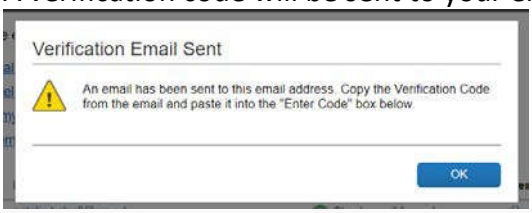
The next section contains two required fields: **Work Phone** and **Home Phone**. You can substitute your mobile phone number for your home phone.

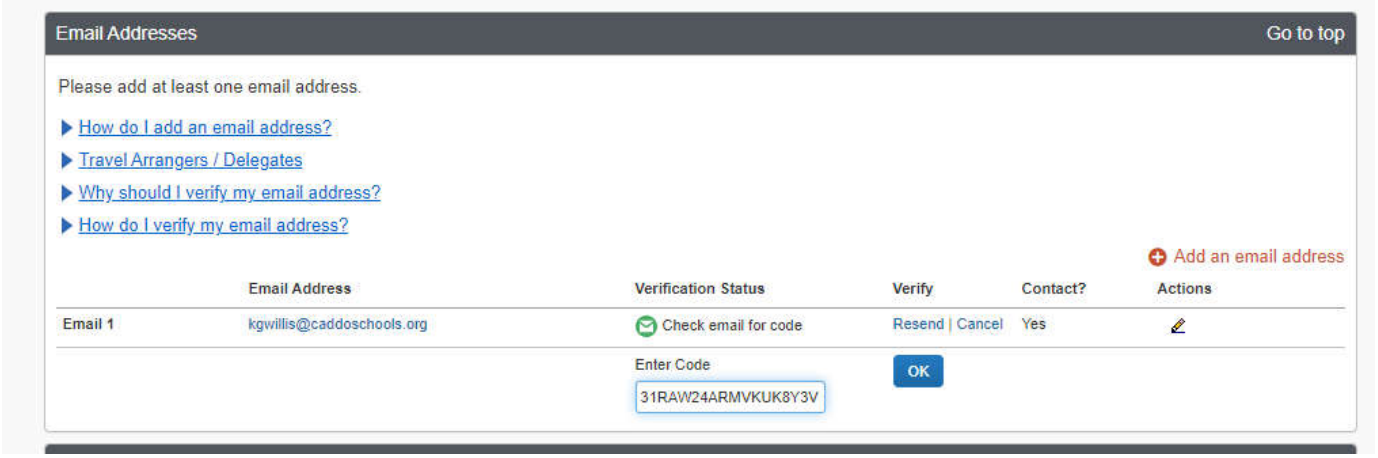


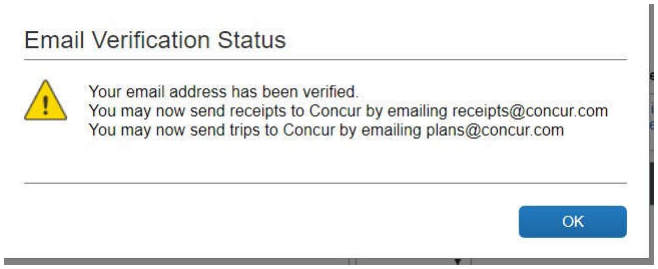
Next, you will need to verify your email address. First, check to see that the pre-populated email address is correct. Then, click on the **Verify** link.



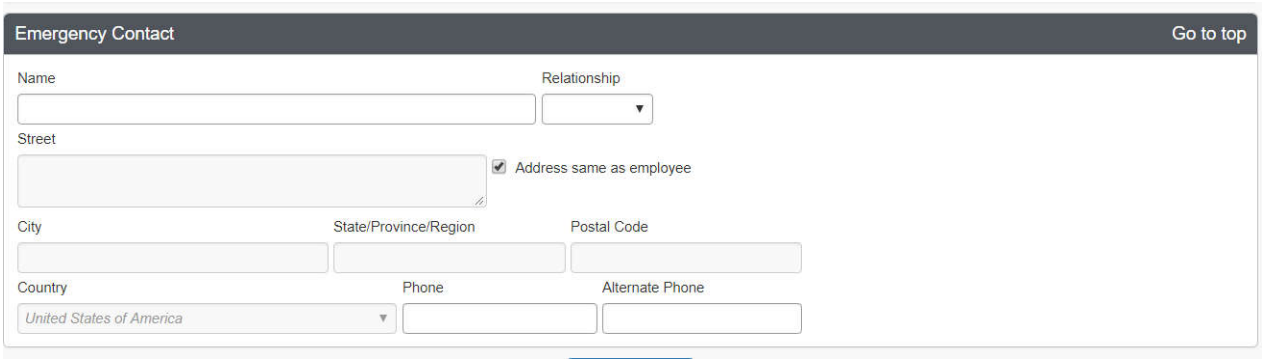
A verification code will be sent to your email. Copy and paste the code into the verification field and click **OK**.





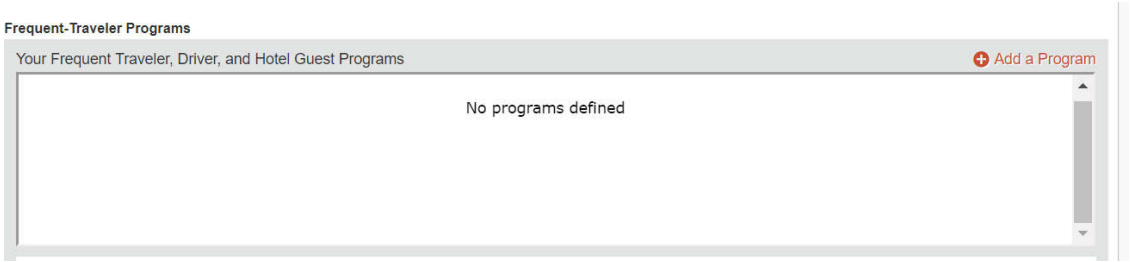


Complete the fields in the **Emergency Contact** section. While this is not required, the information will be used in the event of an emergency, and so it is encouraged.

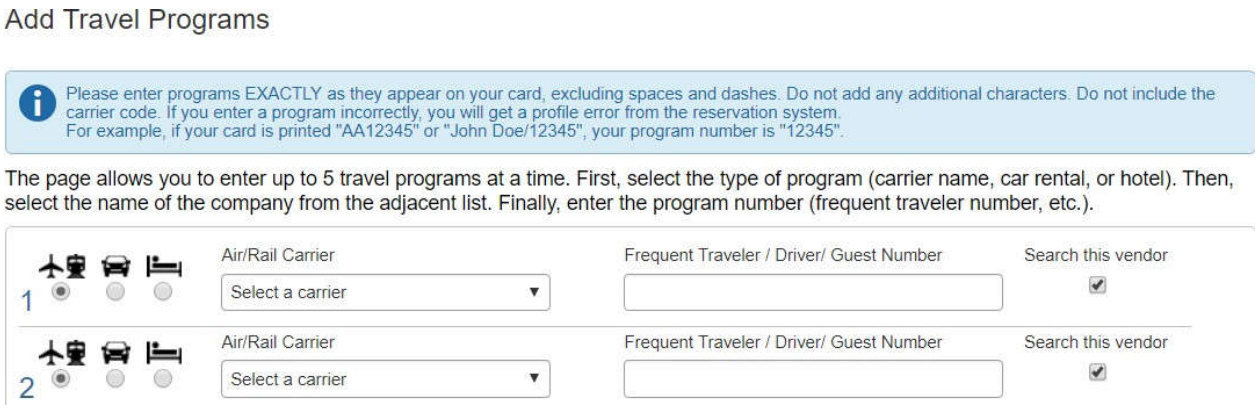


Frequent Traveler Program Information

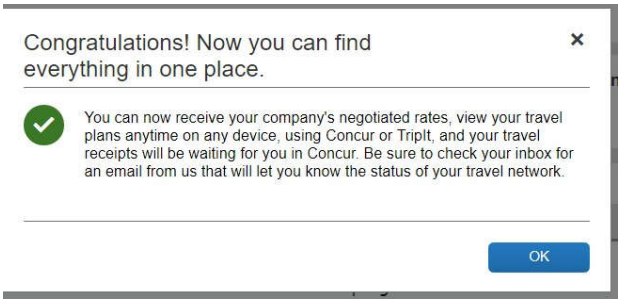
This section allows you to retain your frequent traveler benefits. You can also add any reward programs.



To enter information for any frequent traveler programs you may have, click on the “Add a Program” link. You may enter up to five travel programs at a time. Follow the directions and click “Save”. If you have more than five rewards program numbers, you may click the “Add a program” link again to add additional numbers.

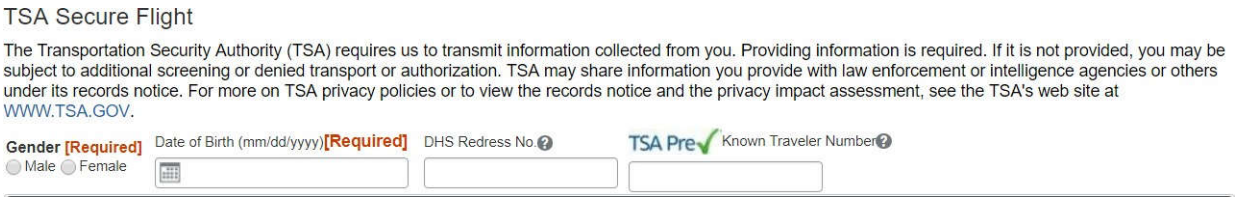


To create a travel network and allow Concur to share information with travel partners, such as *Triplt*, read the terms and conditions provided at the link and click “I Agree”. You can un-enroll at any time.



TSA Secure Flight Information

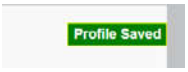
TSA requires entry of gender and date of birth. You can also enter a Redress Number or your TSA PreCheck Known Traveler Number if you have one. Click on the Quick Help icon for additional information about these options.



Credit Card Information

This section allows you to enter your personal credit card information. Flights and rental car are all billed to the district, however your card may be needed to reserve any hotel rooms. Once entered, the card information will remain encrypted. To enter your credit card information, click the **+ Add a Credit Card** link and follow the instructions. Click **Save** to save the information and return to the profile page.

Once your entire profile has been completed, click any of the **Save** buttons visible. If any errors occur, a pop up message will inform you of any corrections that are needed. Correct the errors and click **Save** again. Once the profile has been saved a message will appear on the upper right hand portion of the screen.



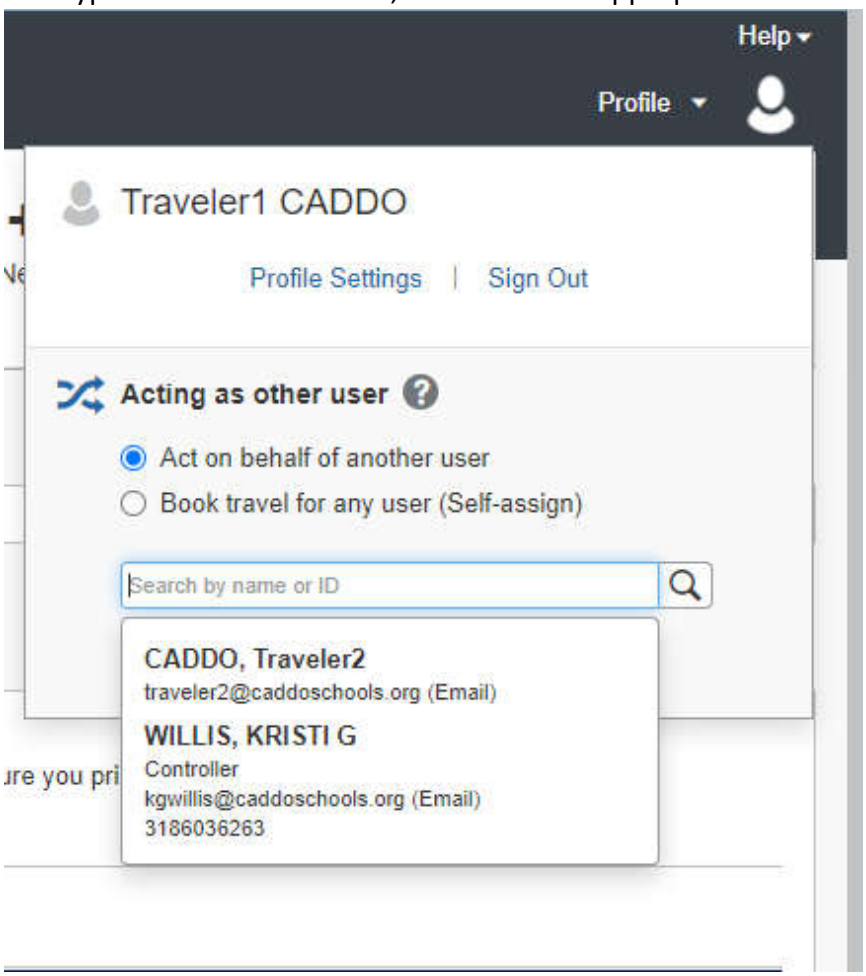
Click the **SAP Concur** link at the top of the toolbar to return to the homepage.
If you have questions about completing the Concur Profile, please Finance.

Acting as a Delegate

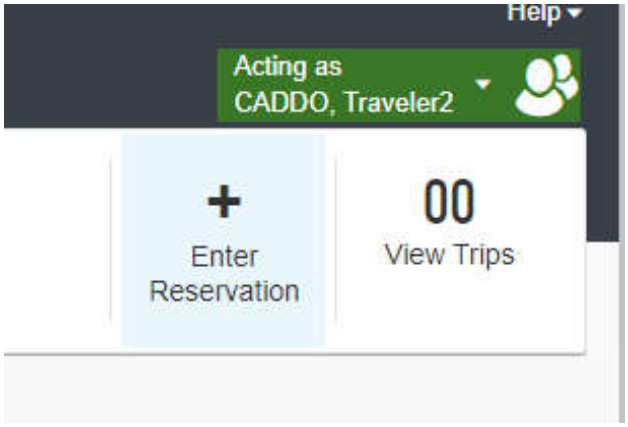
To begin acting as someone's delegate, first you must login to Concur using your own login credentials. If you have been assigned to work as a delegate, Finance will define which tasks you can complete, such as preparing reports.

To work as a delegate…

1. Click **Profile** in the upper right-hand corner of the screen
2. Click **Acting as other user**
3. Type the user's last name, and select the appropriate user's name from the options that appear



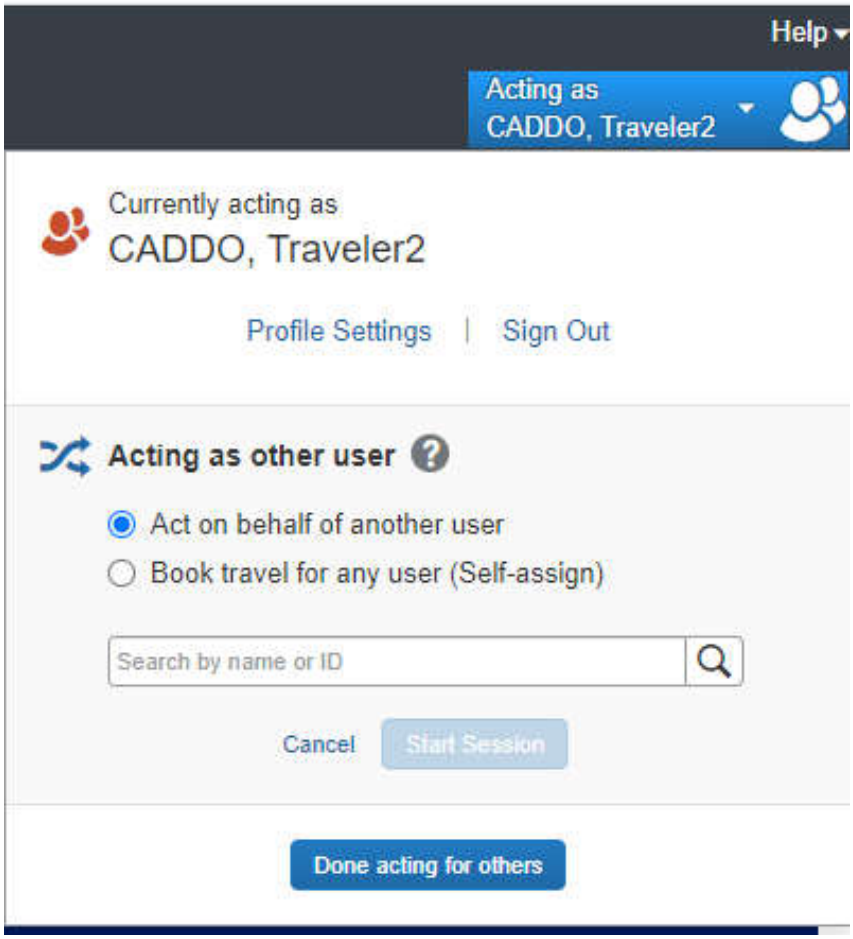
4. Click **Start Session**



NOTE: The **Profile** menu now displays **Acting as**, and shows the name you just selected.

You are now officially working on behalf of that person. Complete the normal processes of creating reports, attaching documentation, etc.

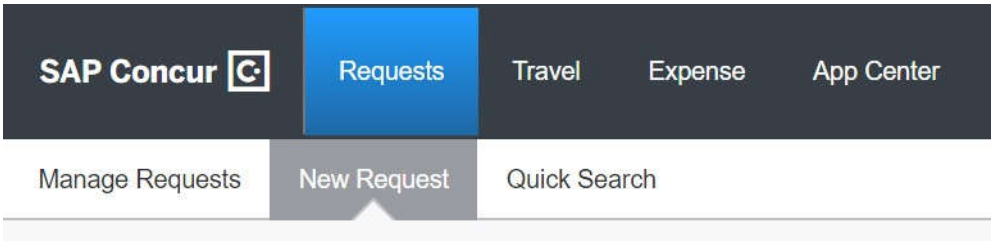
5. To select a different user, follow the same steps but select a different name
6. To return to your own tasks, click **Acting as**, and then click **Done acting for others**



Creating a Travel Request

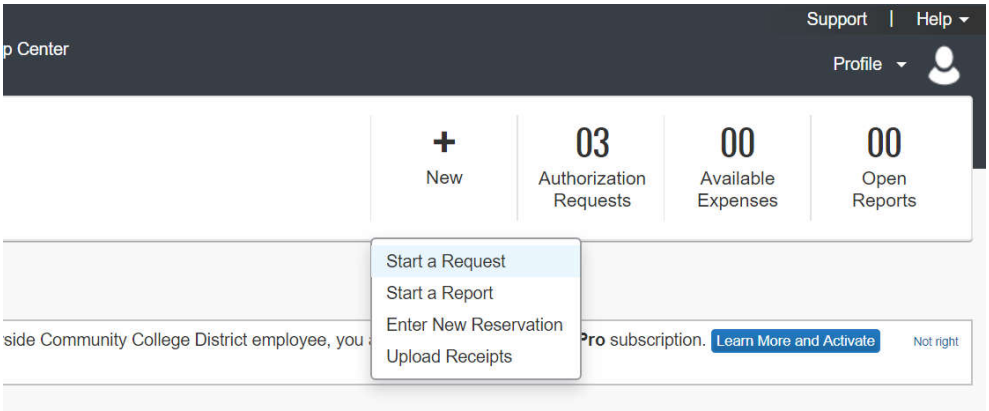
To create a new Travel Request:

Click **Requests**, then **New Request** at the top left hand side of the screen:

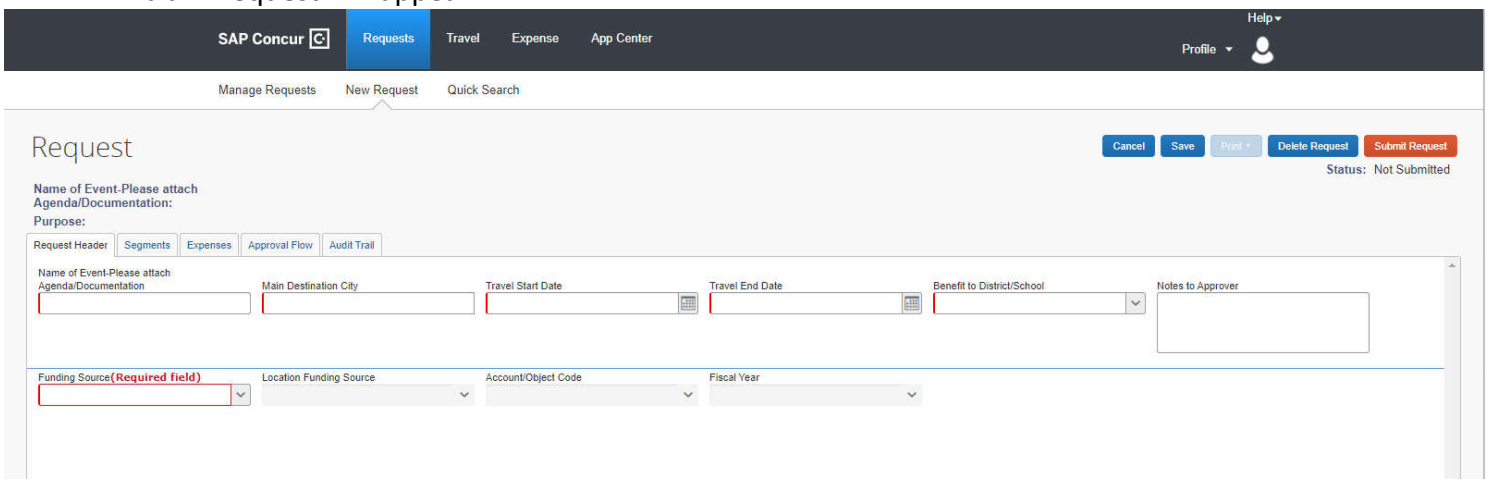


OR

Click **+ New**, then select **Start a Request**:



A blank request will appear:



Completing Request Header Information

When completing the **Request Header** section, fields with a red line on the left side are required:

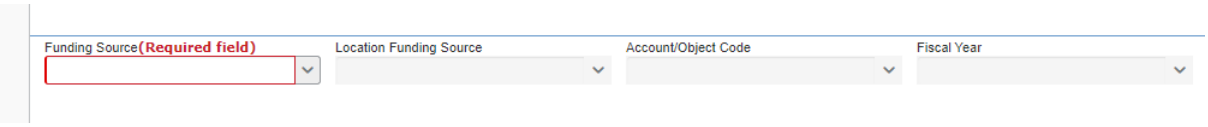
1. **Name of Event** – Enter the complete conference name. Be sure to spell out the entire conference name if space allows.

2. **Main Destination City –** Enter the city where the conference is taking place.

3. **Travel Start/End Date** – Please indicate the days you will be traveling based on conference agenda or flyer. These dates should include any additional travel days that may be required. Only include business trip start and end dates.

4. **Benefit to the District** – Select from the drop-down menu the best description of the purpose for your trip.

5. **Account Coding** – Select from the drop-down menus the correct components of the budget funding your trip. NOTE: Be sure to use the account coding provided by the department funding your trip.



6. Click **Save** before continuing to the next tab (**Segments**).

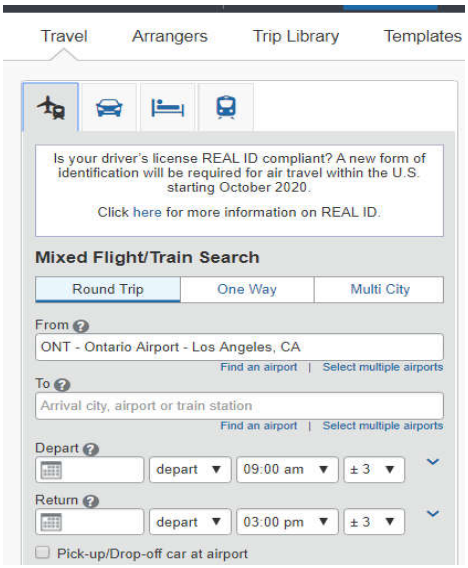
Estimating Expenses Using Concur Travel

Prior to completing the segments portion of the travel request, you will need to obtain estimated costs of the portions of the travel that will be booked within Concur. To do this, you will need to visit the travel store.

To begin, click on the **Travel** tab. This will take you to the travel "store".

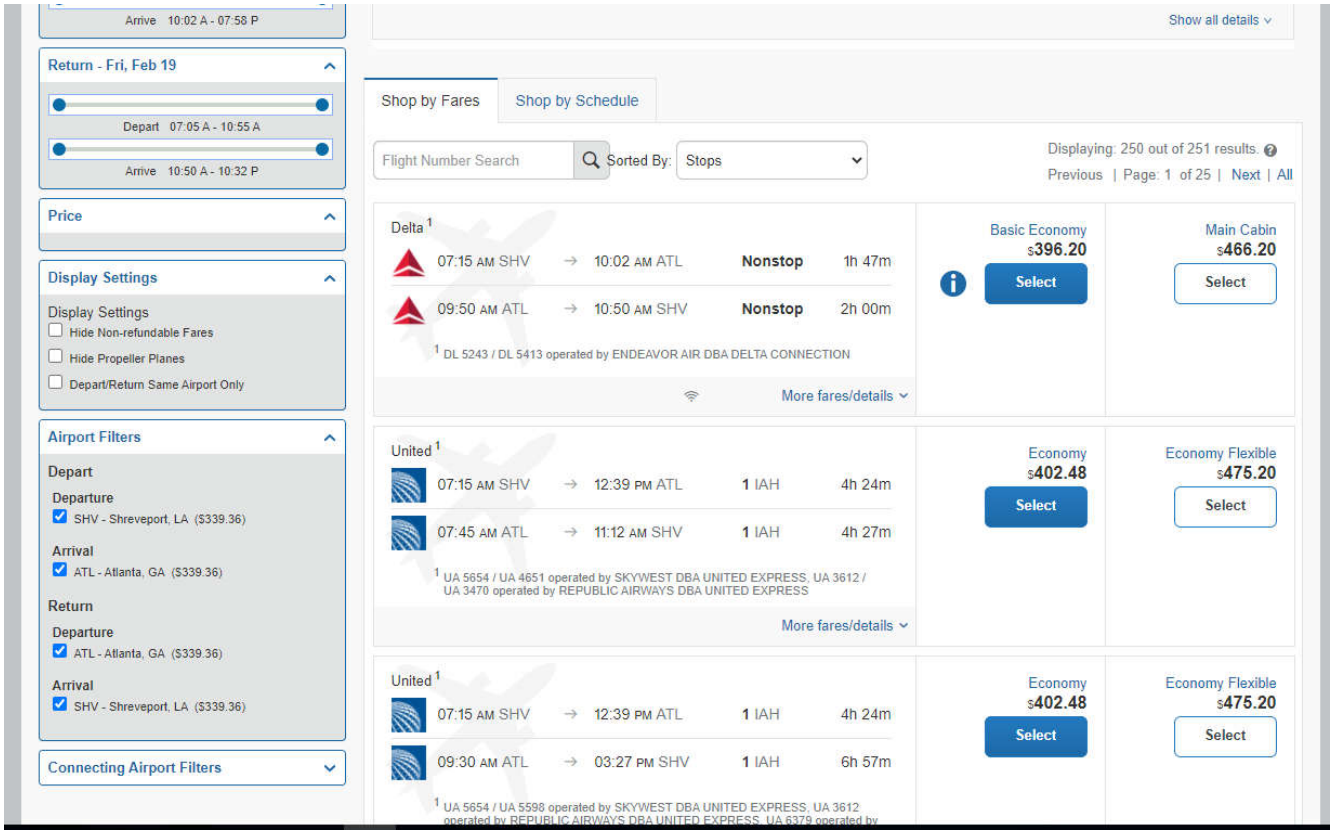
Estimating Air Travel Expenses

On the left-hand side of the screen, you can begin your search for airfares by completing the fields provided.

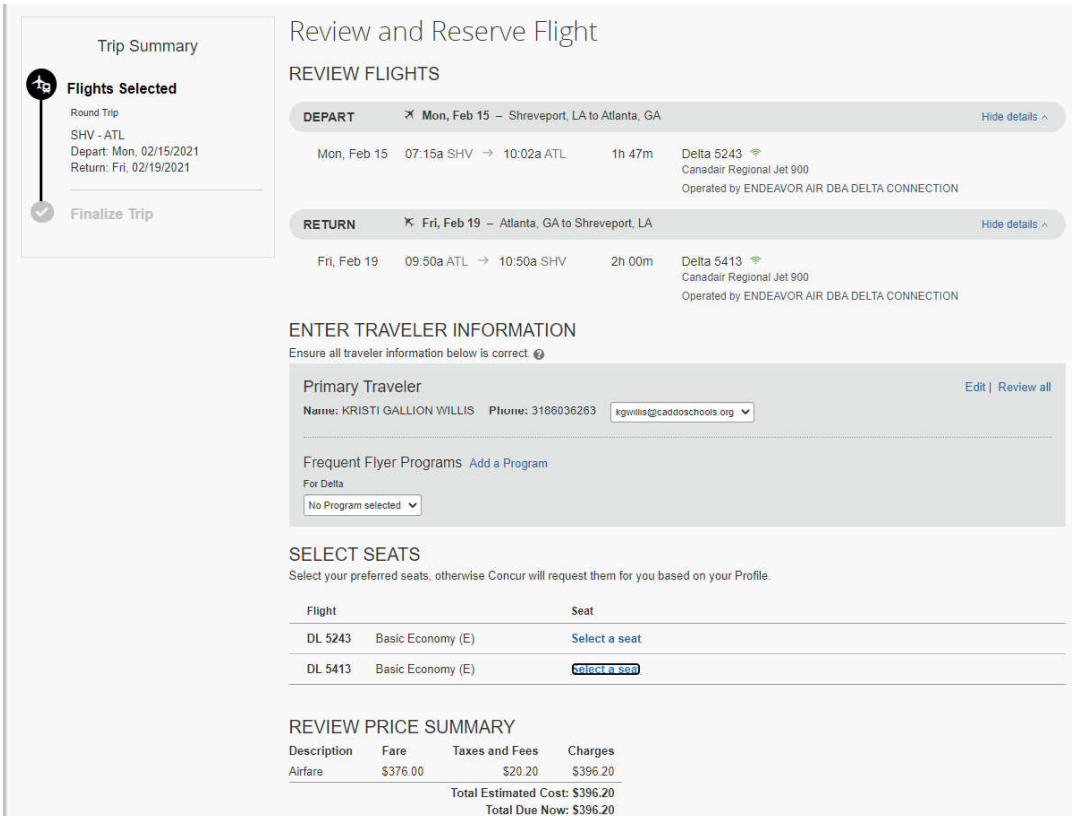


Complete the fields and click **Search**.

The search results will display and can be modified to narrow/change your results.

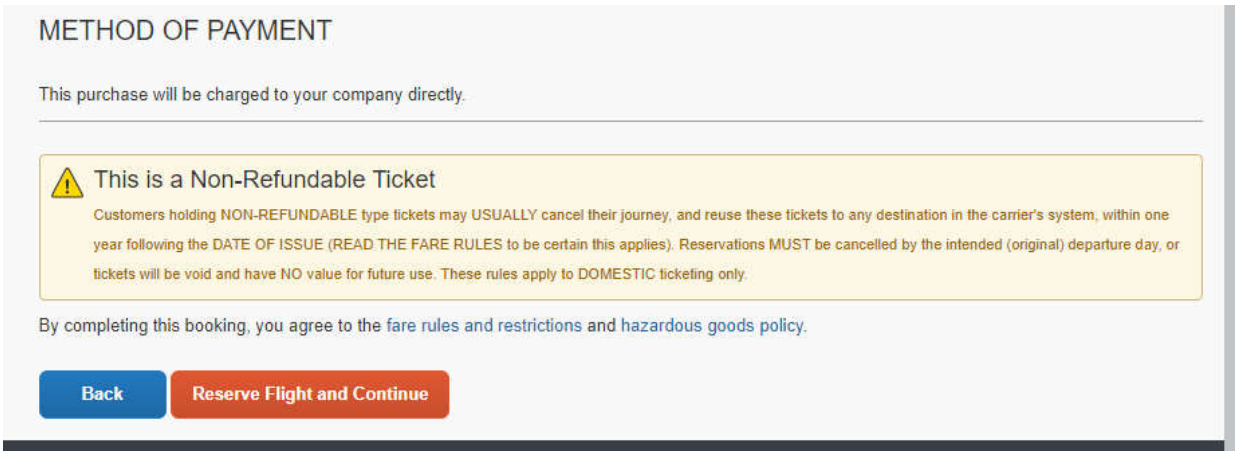


Select the fare which best meets your departure/arrival time needs. The next screen will display the flight numbers and flight summary for the trip.

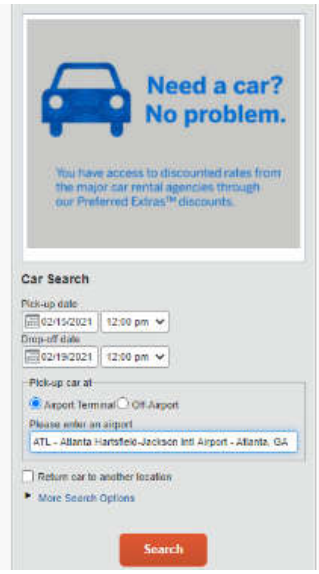


Use this price summary as your estimated cost for completing the segment portion of the travel request.

DO NOT click on Reserve Flight and Continue! Travel requests must be fully approved prior to booking. Simply click on “travel” to return to the travel store to continue estimating other expenses such as hotel or ground transportation.



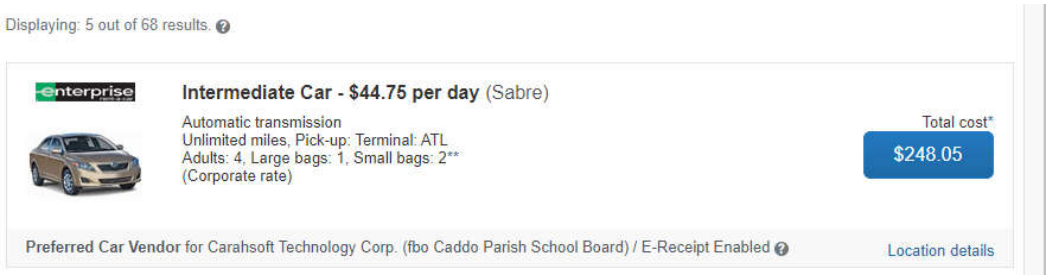
Estimating Car Rental Expenses



To obtain an estimate of car rental expenses, click on the car icon and complete the required fields.

Then click **Search**. The search results will be displayed. **NOTE: It is important to note that Caddo holds an agreement with Enterprise/National Car Rentals. You will only be allowed to book a car rental with a different rental company when Enterprise/National is not available.**

Intermediate car options will be displayed. Utilize the estimated cost when completing the segment tab of your travel request. Again, **DO NOT** reserve the car. Click "travel" to return to the travel store and continue estimating your trip.



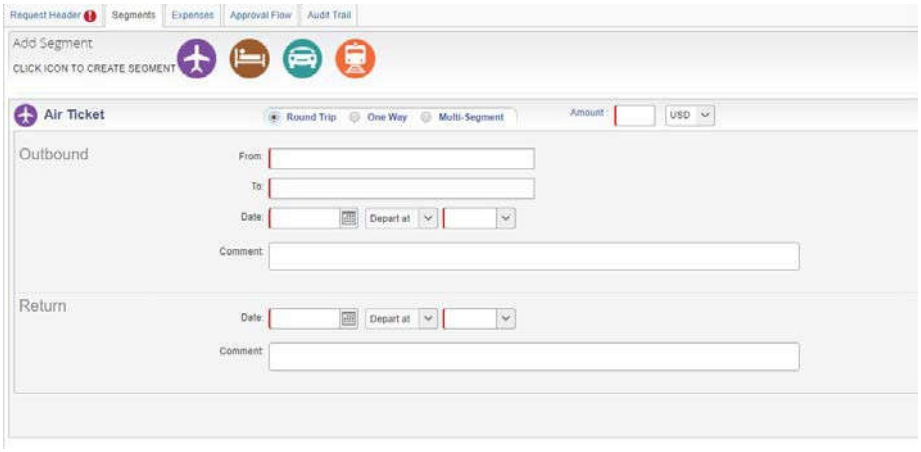
Follow the same steps to estimate the hotel expenses if applicable. In some instances, the conference you are attending may offer a group or block rate on. In this case, it is not necessary to search for a cost estimate for lodging. The group or block rate must be included on the hotel segment of your request.

Completing the Segments Section

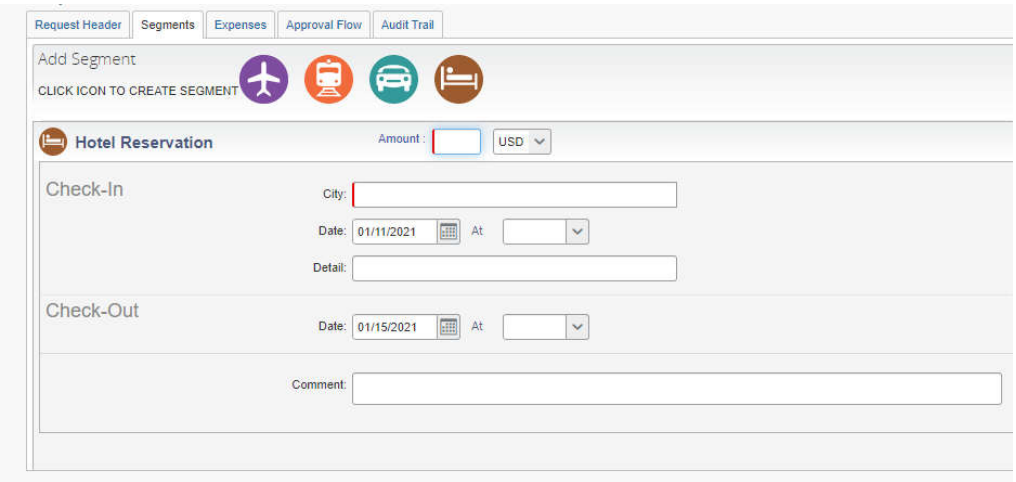
Use the estimates obtained through Concur Travel to create the segments. To create a segment, click on the desired icon. The appropriate segment fields appear. Please complete the fields – including the approximate requested amount of the segment – and click **Save**.

After saving one segment, click another segment icon to add additional information.

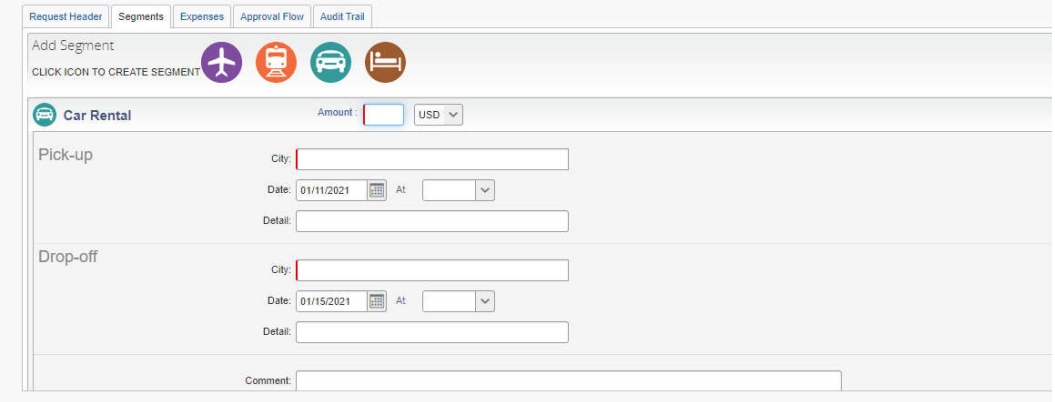
Airfare



Hotel



Car Rental

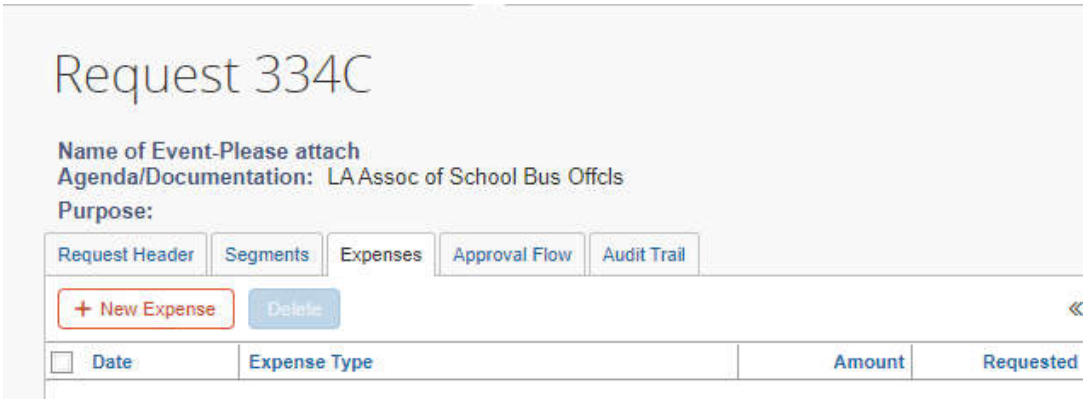


Once you have completed the fields, click **Save**, and follow these same steps to complete any remaining segments that apply to the request.

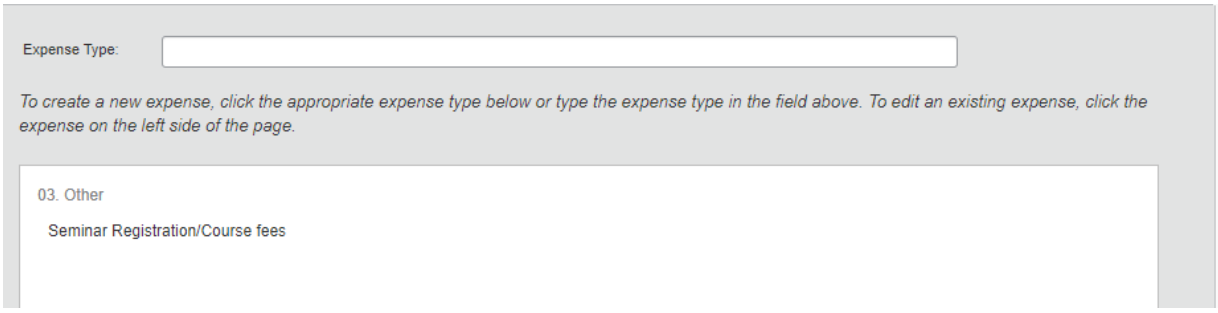
Completing the Expenses Section

Use this next section to add seminar registration/course fees.

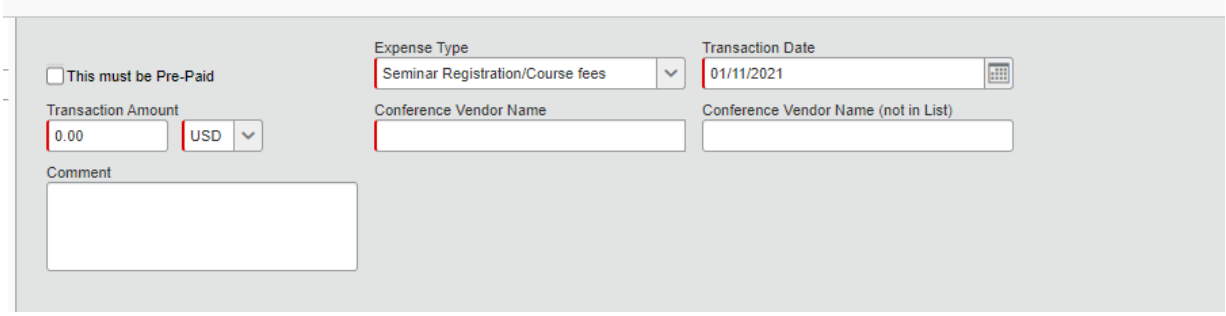
Begin by clicking on the **Expenses** tab of the request:



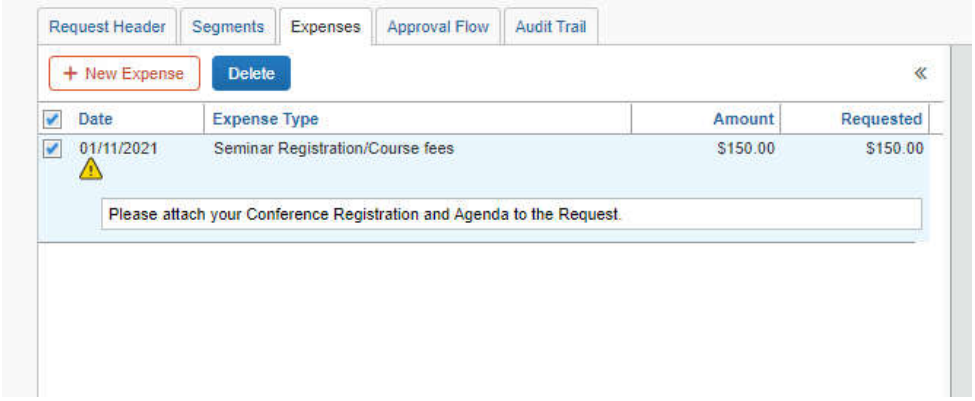
Select Seminar Registration/Course Fees



Complete all required fields. If Seminar Registration/Course Fees should be pre-paid (paid by the District before your trip), check the “This must be Pre-Paid” box. If the Conference Name is not available in the Conference Vendor Name drop-down menu, select “Other” and enter the name of the vendor in the Conference Vendor Name (not in list) field.



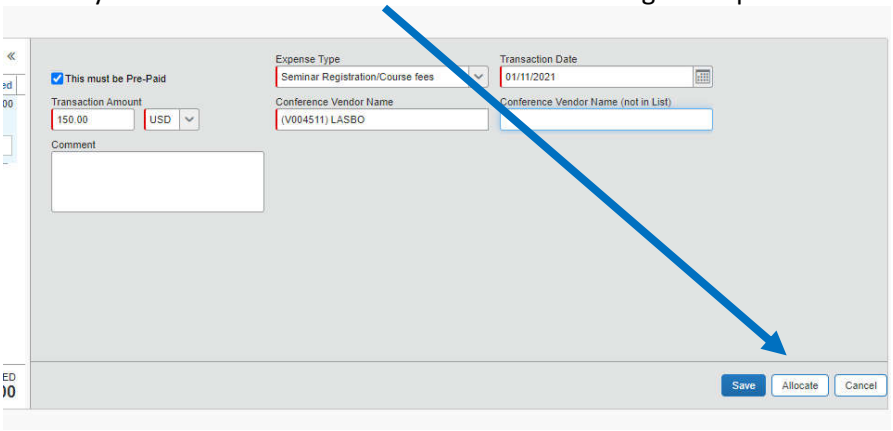
If you have selected to have your Seminar Registration/Course fees pre-paid, you will notice an alert icon appear in the summary of expenses on the left side of the screen:



The conference agenda and registration form must be attached to your request.

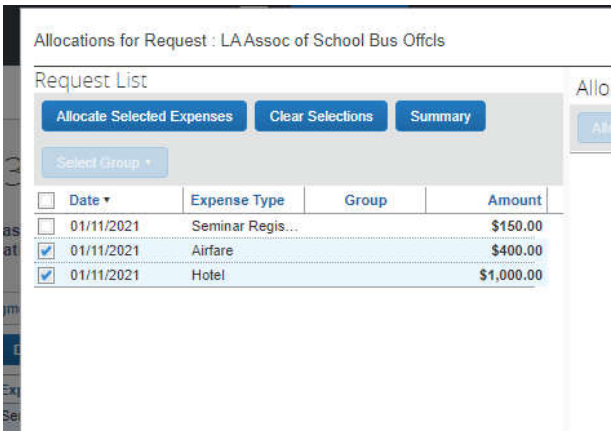
Allocating Expenses to Multiple Accounts

You may have noticed the allocate button when saving the expenses:

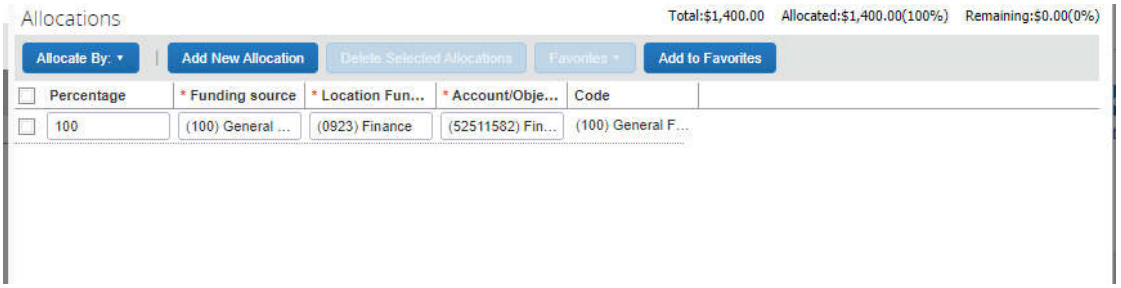


If only one account code will be charged, you do not have to specifically allocate the funds. The system will use the account coding on the request "header" tab to charge the expenses. If you need to allocate all or a portion of the expenses to more than one budget line, click on "allocate" to open up the dialog box.

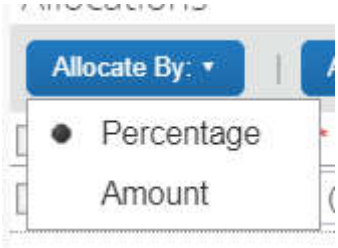
Select the checkboxes to the left of each expense you would like to allocate. You may select one, all, or some of the expenses.



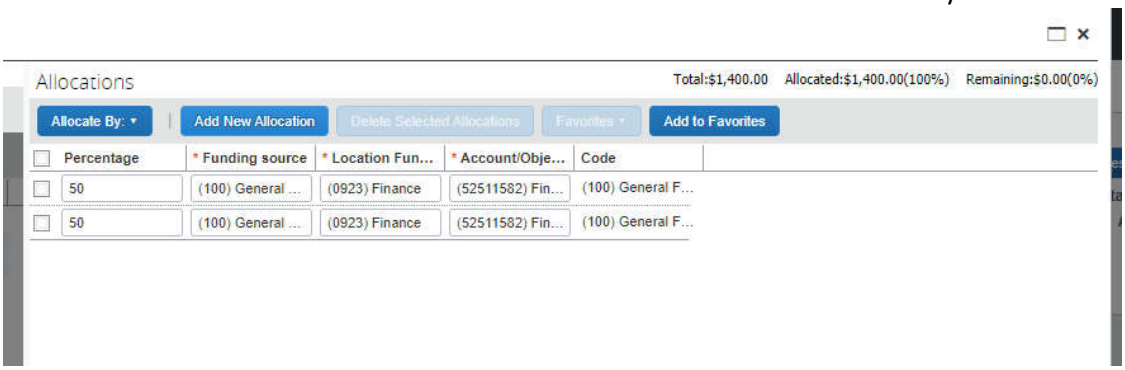
Click on the "Allocate Selected Expenses" button. The following appears on the right-hand side of the screen. Notice the budget string added in the request "header" tab is automatically populated.



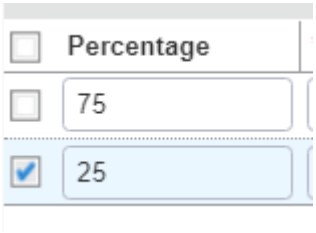
There are two ways to allocate the budget: Percentage or Amount. In this example, we will allocate by percentage.



Click on the "Add New Allocation" button then enter the second account code you would like to charge.



If you would like to modify the percentages, simply click in the field and change as needed:



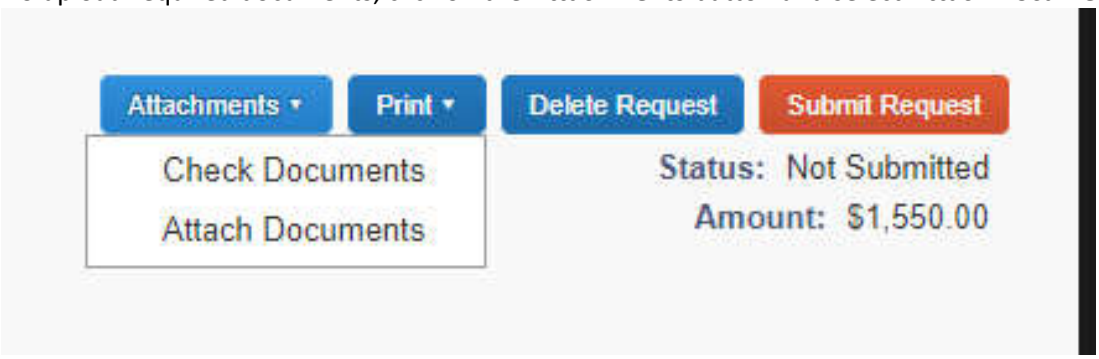
Remember to Save the allocations. If you are done entering expenses and allocating budget, you are ready to upload the required documents.

Uploading Required Documents

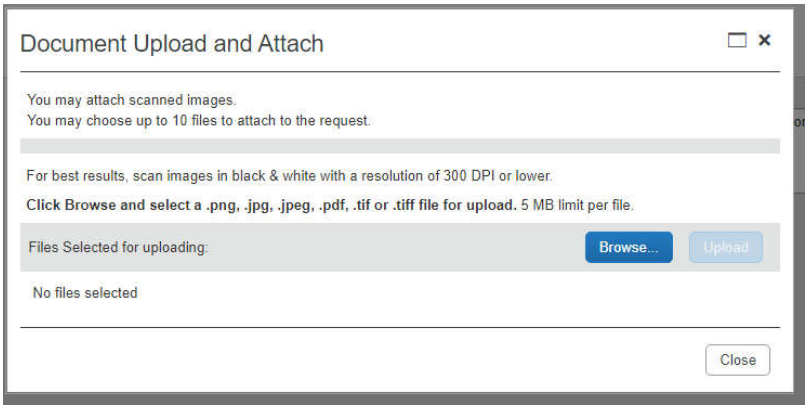
Before submitting the request for approval, there are required documents that need to be uploaded. The request will not move forward without these documents.

- Conference flyer or agenda
- Registration form

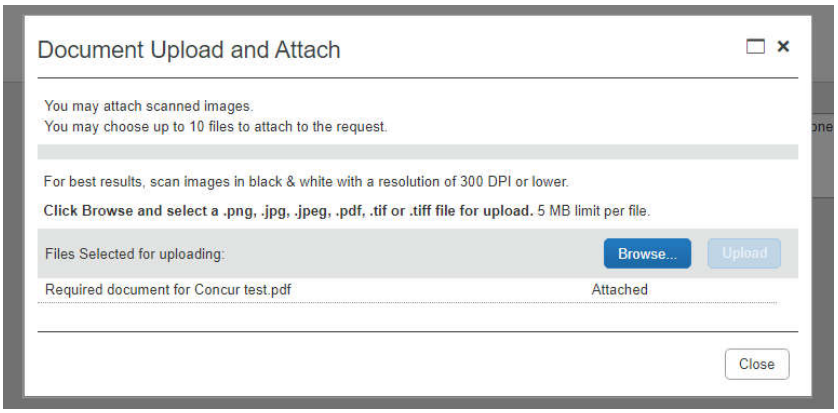
To upload required documents, click on the **Attachments** button and select **Attach Documents**:



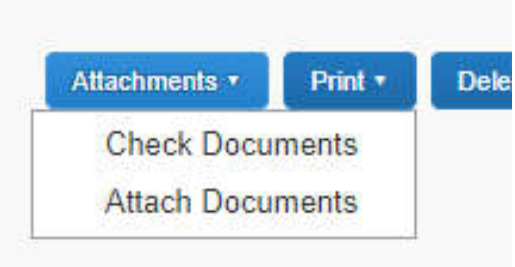
Click on the **Browse** button and attached the documents you need to upload one at a time.



Click on "**Upload**". The document name will appear with a note of "Attached" if successful. Once all required documents have been uploaded, click on "close".



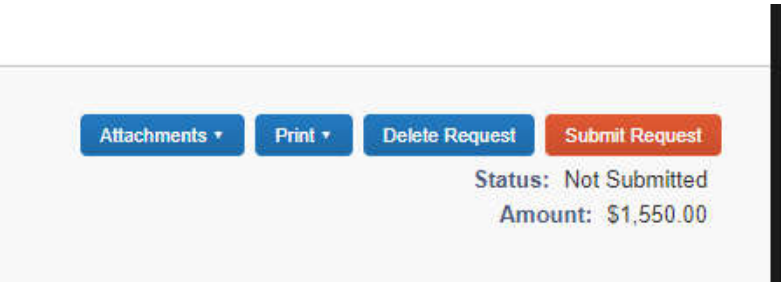
If you would like to verify the documents have been successfully uploaded, click the **Attachments** button again and select **Check Documents** from the drop-down menu. A pop-up window will appear (be sure to enable pop-ups in your web browser).



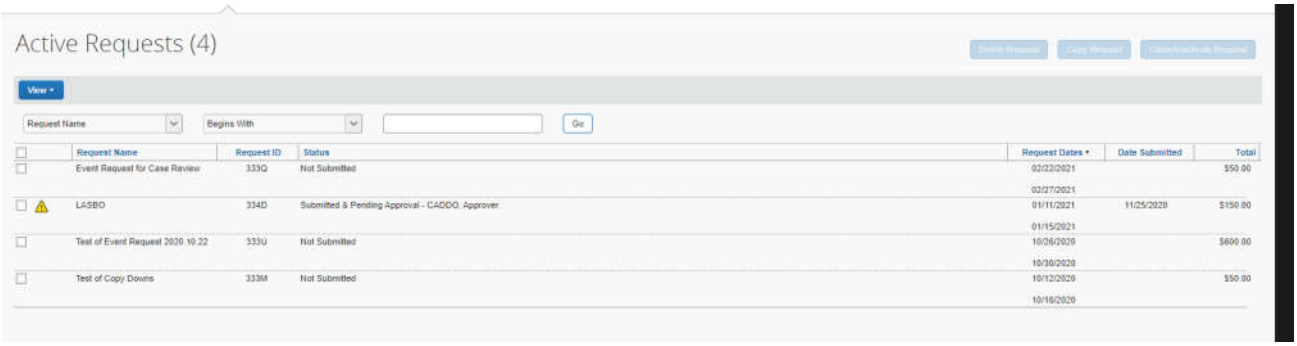
Submitting for Approval

Once you have uploaded all of the required documents, you are ready to submit the request for approval. The system automatically routes travel requests to immediate supervisors then budget approvers as determined by the account coding used on the travel request.

Click on the **Submit Request** button.



Now, your request will appear under your “Active Requests” with the automatically assigned travel number and status shown.



Completing the Booking Process

Once the travel request has been fully approved, you will receive an email notification from AutoNotifications@concursolutions.com indicating your request has been approved. You are now ready to book your airfare, hotel, or car rental as appropriate. Follow the steps below.

Login to Concur.

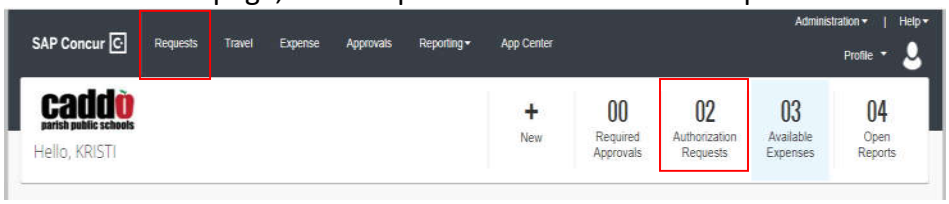
Click on the "Travel" link on the banner and book your trip using the same steps followed to gather trip estimates.

NOTE: When a hotel group or block rate is available, you must complete your hotel reservation by contacting the hotel directly. You will not be able to book a hotel with a group or block rate using Concur Travel. If you book a hotel at a higher rate when a group or block rate is available, you will be reimbursed at the lesser rate.

Creating Travel Expense Report

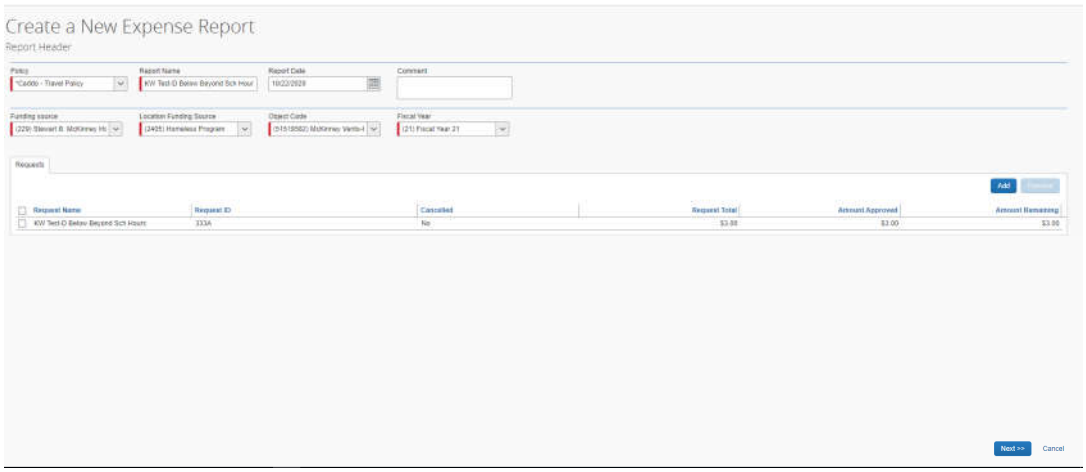
A travel expense report requires an approved request. All expenses related to the trip should be added to one report. To create a travel expense report:

1. From the home page, click Requests or Authorization Requests.

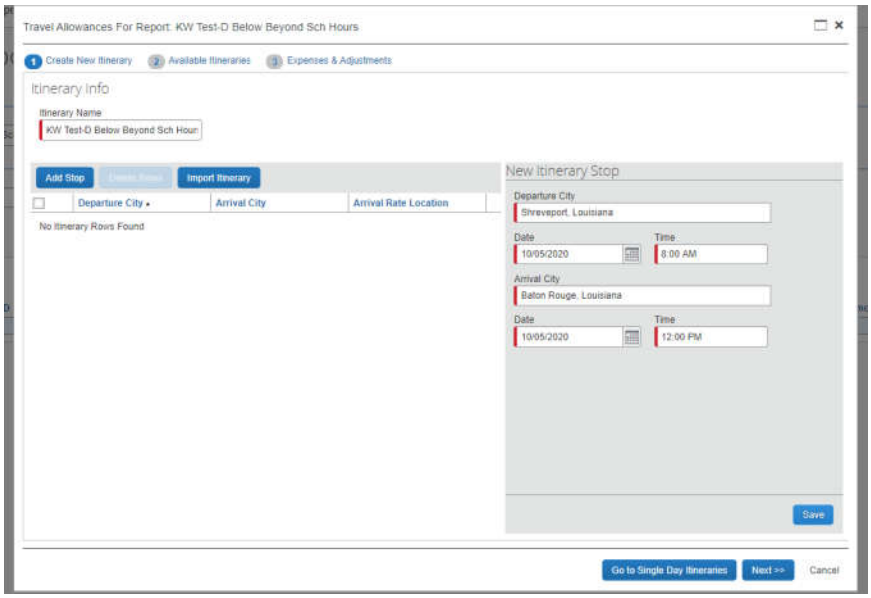


2. From the Action column, select the appropriate Expense hyperlink

3. If needed, make any updates and then click Next (bottom of screen).



4. Enter your trip itinerary for your departure date and return date.

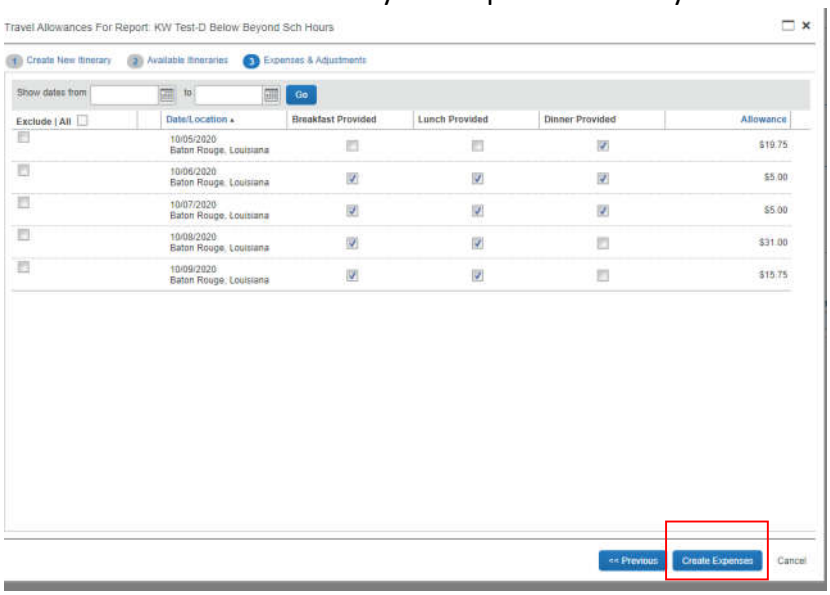


5. Click Next.

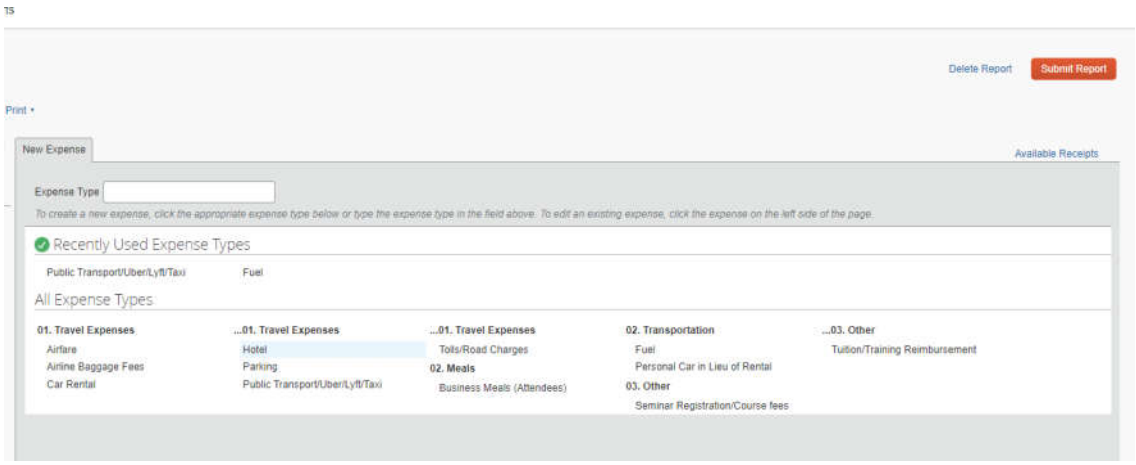
Adding Expenses to a Report

To add expenses to a report:

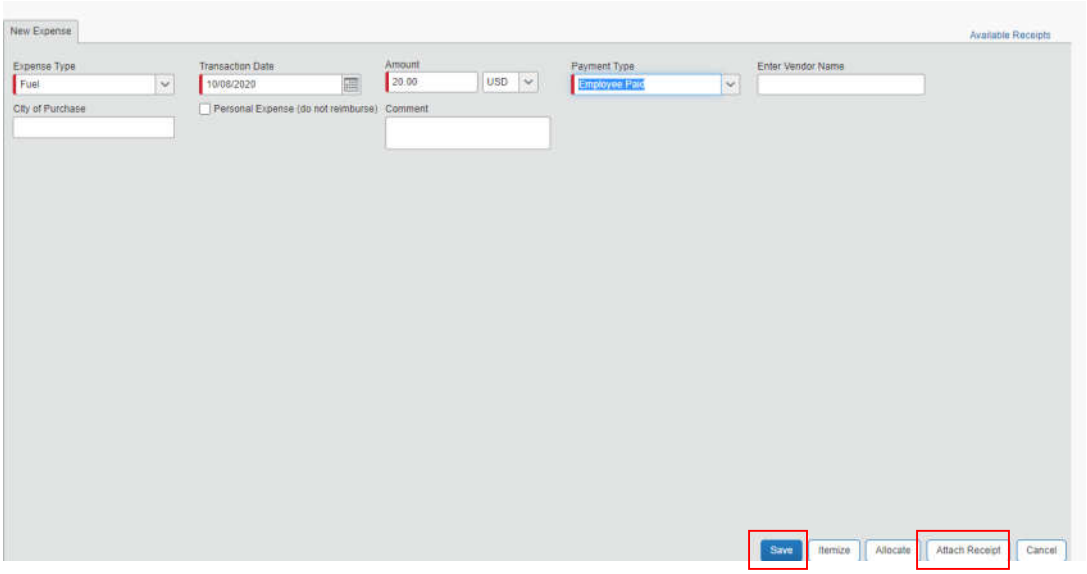
1. Meals – Check the box for any meals provided for by the conference. Then click “Create Expenses.”



2. Click on each expense type you incurred from the list provided on the right-hand side of the screen.



3. Complete the required information for each expense. The required fields are denoted with a red line on the left. Once required fields are completed:
    a. Click **Save** to save this expense to the current report (you will see the expense on the left side of the screen)
    b. **Attach Receipts** to the expense. Receipts are required for all expenses. Select a receipt from your receipt store if they are loaded into Concur or browse your file directories to attach a copy of a receipt.



4. Once all expenses are entered, ensure all required receipts have been attached by reviewing the left-hand side of the screen under the ***Expenses*** area.

    If the required receipt icon displays, a receipt is required and has not been attached. Select the Attach Receipts button from the bottom right-hand side of the screen or select the Attach Receipt Images from the Receipts dropdown.

Itemizing Expenses

1. Click on the expense to be itemized by selecting the expense on the left side of the report. (Hotels require itemization.)
2. Complete the expense detail information.
3. Click **Itemize** at the bottom of the right screen.
4. Fill in the required information and click **Save Itemizations.**
5. All itemizations will appear on the left side of the expense report.
6. To edit an itemization, click the itemization on the left side of the screen and make changes on the right side of the screen.
7. To delete an itemization, click the itemization on the left side of the screen and click the Delete button at the top of the expense report.

Adding Attendees to Business Meals (only allowable on Superintendent Chiefs expense reports)

1. With the expense report open, on the **New Expenses** tab, select **Business Meals (Attendees).**
2. Click **Advanced Search** to search for attendees by type. Check the box for each attendee to add.
3. Click **Add to Expense.**
4. Check appropriate attendees.
5. Click **Save.**

Exceptions

Before submitting the expense report, ensure there are no exceptions. Exceptions will be displayed above all expenses listed. The Expense Type will be listed with the Date, Amount and Exception reason. Review the reason and make corrections as needed. An exception with a **Red** icon is a hard stop and you will not be able to submit your report until this exception has been corrected.

Attaching Receipts to an Expense Report

Travelers are expected to keep receipts and documentation of all travel.

Uploading receipts using Available Receipts

Available Receipts work with the SAP Concur Imaging Service to provide receipt images that the user can either email or upload images to, and then use to attach images at the line item expense entry level (only). Images in supported format are uploaded using an SAP Concur-verified email address provided by the user under **Profile Settings**. These image are then available to that user for the purpose of attaching to report expenses.

To attach a receipt image to an expense entry using Available Receipts

1. Select an entry to open it in **Details** view.
2. Click **Attach Receipt Image.**
3. Select the receipt image you want to attach, and then click **Attach.**

4. The receipt image is attached to the expense entry and displays on the right side of the screen.
   Note: You can **Detach** a receipt image if needed.

Concur Mobile App

- Within the app, use the camera icon to take a picture of your receipt**.**
- An expense will be created from the receipt, and the expense details and receipt image will display under Available Expenses.

Scanned Images

- Scan your receipts and save the file(s) to your computer.
- Click on the line item that requires a receipt, then click **Attach Receipt** on the right side of the screen.
- Click **Browse** to locate the file on your computer, then **Attach** and Close.