

### CONCUR TRAINING: INTERNATIONAL & GROUP TRAVEL

Fall 2024

One-Stop Travel Services, travel@calstatela.edu



# **BEFORE WE GET STARTED**

### What to Expect in Today's Training

- Effective January 2<sup>nd</sup>, 2025 all state-funded international travel should be submitted through Concur.
- Submitting an international travel request functions similarly to a domestic travel request submitted in Concur. To get the most out of this training, you should already be familiar with Concur functionality.
- Need a refresher on how to use Concur? Visit One-Stop's <u>Concur Travel</u> resource page to:
  - Access comprehensive training materials, including video walkthroughs & PDF guides.
  - Sign up for Concur Office Hours hosted every other Friday.
  - Have additional questions? Contact <u>One-Stop Travel Services</u> at: (323) 343-5430, <u>travel@calstatela.edu</u>





- 1. Concur International Travel Workflow
- 2. Pro Tips for Group & International Travel
- 3. Submitting a Concur International Travel Request
- 4. Meals & Incidentals Per Diem

# INTERNATIONAL TRAVEL WORKFLOW

For Concur & Related Business Processes



Legend:

#### 5



# WHAT IS RISK'S ROLE?

Risk Management and Environmental Health & Safety (RMEHS)

- 1. RMEHS concurrently receives a weekly report with pending and approved international travel requests.
- 2. RMEHS gathers information from Concur needed for insurance purposes.
- 3. RMEHS emails the traveler the Travel Memo and insurance card, which One-Stop Travel Services will also attach to the approved Concur travel request.

# HOW TO MANUALLY ADD AN APPROVER

### As a Budget Approver

- Budget approvers and their delegate "previewers" can add additional approvers anywhere in the approval workflow.
- Before clicking Approve, select More Actions > Edit Approval Flow.
- To add an additional approver, click on + Add Step where you want to insert an additional approver into the workflow.
- Click Save, then Approve to send the travel request to the next approver.

Edit Approval Flow			×
Budget Approval			
Test, Budget Approver1			
+ Add Step 48100 - Accounts Payat (SA-SACST-MDS01-48100)			
Test, Budget Approver1			
+ Add Substep User-Added Approver			
▼ ✓ Search by Last Name	Delete		
+ Add Step			
"Reports To" Approval2			
Test, SA Approver		ß	
+ Add Step User-Added Approver			
▼ ✓ Search by Last Name	Delete		
+ Add Step			
Approval for Processing			
		Cancel	Save

# PRO TIPS FOR GROUP & INTERNATIONAL TRAVEL

Travel Planning Checklist

#### Administration and Finance

#### Travel Planning Checklist

#### Submission Timelines

- For domestic travel requests, the approved Concur travel request/RFT should reach Travel Services at least 10 business days before the trip start date.
- □ For international travel requests, the approved international RFT should reach Travel Services at least 60 calendar days before the trip start date.
- □ Submit all expense reports/TECs as soon as possible, and no later than 60 calendar days after the trip end date.

#### Pre-Approval to Travel

- □ Travelers must submit a travel request and be approved to travel prior to booking any travel arrangements (this excludes service providers, candidates, and non-employee students).
  - □ All *stateside* employees using *state funds* (including self-support and trust) will utilize <u>Concur</u> <u>Travel Software.</u>
  - Non-state employees (including students) will continue to use the current travel forms.
- Expected Expenses:
  - □ When itemizing expenses for your travel request, be sure to include all expected trip expenses (not just what you expect to pay out-of-pocket) in order to track the total business cost of the trip.
  - □ Attach supporting documents (Conference Information, Event Information, Letter of Invitation, Email communications)
  - Any other documents as required by your department
- □ Any exception to the travel policy (e.g., lodging over \$333 per night) will need to be approved by your division VP. If your division uses an exception justification form, be sure to complete and attach the form to your travel request. If not, your budget approver will need to add the division VP to the Concur approval workflow to review your justification comment required in your Concur travel request. (see the "Hotels" section for additional details)

#### **Registration Fee Payment Options**

#### Individual GET card, if assigned

- Department P-card
- Personal card (you will be reimbursed after returning from travel, and your expense report has been processed)

#### Meals & Incidentals

- Location-based per diem meal expenses and incidentals, with an overnight stay.
- □ When the entire length of a trip is *less than 24 hours, meals and incidental expenses should not be included as an estimated expense unless the traveler is away from home overnight, as supported by a lodging receipt.*

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# Travel Planning Checklist

### Let's get started!

### Download the <u>Travel Planning Checklist</u>.

### Updated sections include:

- Submission Timelines
- Group Travel Tips
- International Travel Tips

# **SUBMISSION TIMELINES**

### Travel Planning Checklist

- Approved international travel requests should reach One-Stop Travel Services at least 60 calendar days before the trip start date.
- Submit all expense claims as soon as possible, no later than 60 calendar days after the trip end date.
  - Reimbursement will be issued to the traveler 10 days after approved claim is received by Travel Services.

# **BEST PRACTICE**

### Travel Planning Checklist

### When traveling to multiple locations on business:

- In the Concur request header, input the destination where the traveler will be staying the longest for business.
- Include a list of the other locations in the request header Comments field.
- Attach an itinerary as a supporting document for audit purposes.

# **GROUP TRAVEL TIPS**

### Travel Planning Checklist

- Relevant General Release Form packet is required (found on <u>RMEHS</u> website).
- Concur's Trip Search feature can only be used for individual/group leader travel. To book airfare for group travel, contact Christopherson Travel Agency.
  - Note that there is a fee when contacting Christopherson for inquiries/booking arrangements. See <u>Christopherson Service Fees CSU Pricing Agreement</u>.
- If the trip is using auxiliary funds and therefore not being processed through Concur, contact <u>travel@calstatela.edu</u> for booking instructions.

# WHO IS A GROUP LEADER?

### Group Travel

- A group leader is an employee who will be accompanying students on a trip.
- The group leader will submit **only one** Concur travel request on behalf of the students and themselves.
- If additional employees are also going on the trip, then they will each need to submit an individual Concur travel request.

#### 🕡 CAL STATE LA

Last Updated: 09/17/2024

Cash Advance Request Form

**ONE-STOP TRAVEL SERVICES** 

To obtain access to cash advance requests for group travel through the Concur Travel & Expense System as an employee

	Requestor	Info	rmation	
First Name:			Employee ID #:	
Last Name:			Campus Phone:	
Campus Email Address:			Department ID:	

#### Reason for Cash Advance

I will be a group leader for future group travel with students.

Purpose

#### Certification and Approvals

The following will apply to every cash advance that I obtain:

When I accept custody of advanced funds, I agree to be accountable for the appropriate care and disposition of these funds, including
safeguarding against loss or theft. In the event of loss or theft, or unauthorized or unreconciled distribution, the University may require
reimbursement from me for the amount lost or stolen. Should that be the case, I understand it could result in collection activities that may
include internal and external collection efforts, deduction from future travel claims, deduction from a payroll warrant, and/or tax refund offset

I will not use advanced funds for purposes other than approved travel expenses, and I will make advanced funds available for audit. I am
responsible for complying with all applicable rules, regulations, and policies, including reconciling advanced funds with appropriate receipts
and documentation within the required time frame.

 I understand cash advances may be picked up at the One-Stop Financial Services, Student Services Bldg., Room 2380 or directly deposited into my bank account after processing in the Concur Travel & Expense System. Furthermore, I understand it is my responsibility to reimburse the University for the unused portion of the cash advances at the time of reconciliation of the expense report in Concur within 60 days after a trip is completed.

Requester Signature

Approver Information				
DOA Approver First Name:			Position/Title	
DOA Approver Last Name			Email Address	

Date

Date

Date

I approve the person named above to be set up within the Concur Travel & Expense System to request cash advances. Furthermore, I understand that cash advance requests submitted by this individual will require my approval within the Concur Travel & Expense System before advanced funds will be issued.

DOA Approver Signature (level 4 or above)

#### OFFICE USE ONLY:

I approve the requester named above to be set up within the Concur Travel & Expense System to request cash advances.

One-Stop Travel Services Signature (required)

When all necessary signatures have been obtained:

Send completed signed form to: travel@calstatela.edu

# Cash Advance Setup Form

If you are a group leader traveling with students and are seeking a cash advance, complete the <u>Cash Advance</u> <u>Setup Form</u> prior to submitting a travel request in Concur.

Once processed, your Concur settings will be updated to allow you to request a cash advance. 1. On the Expected Expenses screen of a Travel Request, navigate to the Request Details dropdown menu.

• Select **"Add Cash Advance"** under Linked Add-ons.



### REQUESTING A CASH ADVANCE

Note that cash distributed to students by the group leader must be acknowledged in writing at the time of receipt. The <u>Advance Signature</u> <u>Sheet for Student Group</u> <u>Travel</u> can be used to obtain signatures.

2. Enter the "**Cash Advance Amount**" and reason for advance. This will add the cash amount to the request.

					Cancel	Save	Submit
Cash Advance Timeline	Manage Attachments						
Details	Expenses						
						* Requ	ired field
Cash Advance Amount	*	Currency *					
500.00		US, Dollar	~				
Cash Advance Commen	ıt						
test							
							10

#### Administration and Finance

#### International Travel Supplemental Information – Concur Travel Request

RMEHS requests the following information as a supplement to the Travel Request. The information provided herein will be used to transmit to our insurer for contingent emergency use. Please attach this form to your Travel Request in Concur when you submit for approval.

#### Destination(s) of Travel:

Travel Date(s): From

(i.e. city, province, region, state, and country)

То

Traveler Type: 
Employee 
Student 
Other Participants

Number of personal travel days (N/A if none):

List dates of personal travel (if applicable):

Please provide contact information for employee(s) traveling:

reade provide contact information for employee(b) an emily.				
Employee Name	Phone Number	Email Address	Emergency Contact	
			(i.e. name, relationship, phone number)	
	1			

#### Please provide contact information for student(s) traveling:

Student Name	Phone Number	Email Address	Emergency Contact	Is the student a
			(i.e. name, relationship, phone number)	minor? (Y/ <u>N)*</u>

\*If yes, refer to the Youth Protection Program (YPP) for requirements.

Please provide contact information for any other participant(s) traveling (e.g. spouse, dependent, parent, etc.):			
Participant Name	Phone Number	Email Address	Emergency Contact
			(i.e. name, relationship, phone number)

All travelers must complete the following. Please also include your travel itinerary with your Travel Request.

Contact information of where traveler(s) will be staying while in foreign or high-hazardous country(ies): (i.e. phone number, email addresses)

Method(s) of transportation while in country(ies) (i.e., shuttle service, bus, taxi, rental car, etc.):

List all airports that will be visited during international travel:

Questions or special concerns:

For RMEHS Use Only

Are any of the destinations on the U.S. Warning List Level 3 or 4, or a "war risk" country? 🗆 Yes 🗆 No

Comments

# **Supplemental** Information Form

The International Travel Supplemental Information Form must be attached to every international Concur travel request for insurance purposes.

# **INTERNATIONAL TRAVEL TIPS**

### Travel Planning Checklist

- A Travel Cost Comparison Form is required if taking any personal days within the business travel dates (or whenever deviating from standard route of travel).
  - The <u>Cost Comparison Form</u> can be found on One-Stop's travel website under Forms.
- As a reminder, depending on how many personal days are taken, a
  portion of the international flight cost may be taxable to the traveler.
  - To learn more, refer to CSU Travel and Business Expense Payments policy <u>(U.f.)</u> <u>Taxability of International Travel With Personal Use</u>.

# **INTERNATIONAL TRAVEL OVER 30 DAYS**

International Travel

If the length of an international trip is more than 30 days...

 The traveler's department must decide the travel allowance amount for meals & incidentals, which can only be equal to or less than the location-based per diem rate.

# SETTING UP A TRAVEL ARRANGER PRO TIP

- A traveler can authorize an existing delegate to book travel on their behalf by adding the delegate as a Travel Arranger.
- Go to Profile > Profile Settings > Personal Information > scroll down to Assistant and Travel Arrangers > Add an Assistant.

Assistants and Travel Arrangers	Go to top
Please select the individuals within your organization that you would like to give permission to perform travel functions for you. Refuse Self Assigning Assistants ? Your Assistants and Travel Arrangers	● Add an Assistant
You currently have no assistants defined.	
Save	

# SUBMITTING A CONCUR TRAVEL REQUEST

For International Travel

# **TRAVEL REQUEST STEPS**



# LOGGING IN TO CONCUR

TITLE

Concur International Travel Request

- The link to Concur is available to all faculty and staff on the MyCalStateLA quicklaunch portal.
  - www.calstatela.edu > MyCalStateLA > Admin & Finance > Concur Travel



### **REQUEST HEADER**

Create New Request					×
Request Policy *		Request/Trip Name * 😮		Trip Type *	
*CSU-Request Policy	~	Test International Trip		3-International	~
Travel Start Date *		Travel End Date *		-	
10/07/2024	Ë	10/11/2024	Ë		
Traveler Type *		Trip Purpose *		If Faculty, is class covered?	
Faculty	~	Field Research	~	Yes	× •
Personal Dates of Travel-If none enter NA * 💡		Destination City/State * 🚱		Final Destination Country *	
NA		Taipei, TAIWAN	× •	TAIWAN (TW)	× •
Are you traveling to a banned state? *		Are you traveling with students? *		Business Unit *	2
No	~	No	~	(LACMP) LACMP - Cal State University, L.A.	× •
Fund *	3	Department *	4	Program	2
(SF001) SF001 - Campus Operating Fund	× •	(500000) 500000 - VPA/CFO	× •		~
Class	2	Project	2		
	~		~		
Comments To/From Approvers/Processors 💡					30/500
Include business purpose here.					
					Concel Create Derrust
					Cancel Create Request

Note minor differences for international vs domestic travel request

Home / Requests / Manage Requests / Test International Trip					
Alerts: 3					~
Test International Trip \$1,772.36	创		4	Copy Request	Submit Request
Not Submitted   Request ID: GPTM					
Request Details V Print/Share V Attachments V 5					
EXPECTED EXPENSES					
Add Edit Delete Allocate					
☐ Alerts↓↑ Expense type↓↑	Details↓↑	To add the estimated cost of multiple hotel rooms, select <b>O</b> Accommodation expense typ	Date.	l <sup></sup> ≓ Amount <b>↓</b> ↑	Requested↓↑
Hotel Reservation	Taipei, TAIWAN		10/07	/2024 \$400.	00 \$400.00
Air Ticket	Los Angeles (LAX) -	Taipei (TPE) : Round Trip	10/07	/2024 TWD 28,000.	00 \$886.36
04a. Meal & Incidentals Per Diem	Taipei, TAIWAN		10/07	/2024 \$486.	00 \$486.00
		To add the total estimated cost of group meals, select <b>Team/Group Meals.</b>		Foreign c	\$1,772.36 urrency converted

### 1. LODGING

- Double-check your check-in/check-out dates and update as needed.
- All international lodging expenses will include an alert to remind the traveler to refer to the max reimbursement amount by destination with a link to the <u>U.S. Dept of State</u>.

	(	Chec	k-In				
	٦	Fravel	Start D	ate			
		10/0	7/202	4		Ë	
<	Ċ	Octo	ber	2024		>	_
Su	Мо	Tu	We	Th	Fr	Sa	
29	30	1	2	3	4	5	
6	7	8	9	10	11	12	



# 2. CURRENCY CONVERSION

•	Concur automatically
	has currency conversion
	incorporated.

Amount *		Currency * US, Dollar	~
2	Amount * 28,000.00	Currency *	>
	Save Cancel	Taiwan, New Taiwan Dollar	

3

EXPI	ECTED	EXPENSES				
Add	Edit	elete Allocate				
	Alerts↓↑	Expense type↓↑	Details↓↑	Date↓₹	Amount↓↑	Requested↓↑
		Air Ticket	Los Angeles (LAX) - Taipei (TPE) : Round Trip	10/07/2024	TWD 28,000.00	\$886.36
					Foreign curre	\$886.36 ency converted

### 3. MEAL & INCIDENTALS PER DIEM

Concur automatically calculates your total expected expenses for M&IE based on location and dates of travel.

← → 04a. Meal & Incide	ntals Per Diem \$486.00 🖻		Cancel Save
() Allocate			
			* Required field
Travel Start Date	Travel End Date	Destination	
10/07/2024	10/11/2024	Taipei, TAIWAN	× ×
# of Personal Days for Meal Reduction * 0			
Amount - Will automatically calculate when you hit save.	Currency *		
486.00	US, Dollar (USD) X 🗸		
Comments To/From Approvers/Processors			0/2000
Save Cancel			

Note that if the length of the international trip is more than 30 days, the traveler's dept must decide the travel allowance amount, which can only be equal to or less than the location-based per diem rate.

# **4. REVIEW AUDIT RULES**

- All international travel requests will include the following alerts:
  - Attach the International Travel Supplemental Information form.
  - Attach a justification for the travel, including your role and why it is mission critical. Include an itinerary with details of trip destination(s). Information is shared with Risk Management to secure foreign travel insurance.

#### REQUEST

😣 ACTION REQUIRED: Attach the International Travel Supplemental Information form. View

ACTION NEEDED: Attach a justification for the travel, including your role and why it is mission critical. Include an itinerary with details of trip destination(s). Information is shared with Risk Management to secure foreign travel insurance. View

• Concur recognizes high hazard or war risk countries and will alert the traveler (and approvers).

WARNING: This travel is to a High Hazard or War Risk country. For questions about these designations, refer to Risk Management and Environmental Health & Safety for more information:
 https://www.calstatela.edu/ehs View

# **5. PRINT/SHARE FEATURE**

- You can use the Print/Share feature to Print, Save as PDF, or Email your Travel Request Header and Expected Expenses.
- You can also download your supporting documents from Attachments.





# MEALS & INCIDENTALS PER DIEM

Concur Expense Report: Step-by-Step Guide

Demo M&IE Per Diem \$724.00							
Not Submitted   Repo	rt Number: NS8FPF						
Report Details 🗸 🛛 Print	/Share V Manage Receipts	~	Travel Allowance V				
Expenses View:	Standard	~	Manage Travel Allowance				

Travel Allowances For Report: Demo M&IE Per Diem						
Create New Itinerary	Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary					
Itinerary Info						
Itinerary Name	Sele	ection				
Demo M&IE Per Diem Per Diem (Travel post 12.31.23)						
Add Stop     Delete Rows     Import Itinerary       Departure City1=     Arrival City       No Itinerary Rows Found     Arrival City						

# 1. Click Travel Allowance > Manage Travel Allowance.

2. Click **Create New Itinerary** (or **Import Itinerary** if booked travel in Concur).

3. Enter your tro stop details.

3

Itinerary

1	Edit Itinerary Stop Departure City Los Angeles, California	2	Edit Itinerary Sto Departure City Taipei, TAIWAN	p
travel	Date Tim 10/07/2024 🛱 1. Arrival City Taipei, TAIWAN Date Tim 10/08/2024 🛱 0.	ne 2:00 PM ne 5:00 AM	Date 10/11/2024 Arrival City Los Angeles, C Date 10/11/2024	Time 10:00 AM California Time 07:00 AM
inerary Info				
Itinerary Name	Selection			
Test International Trip	Per Diem (Travel post 12.31.23)			
Add Stop Delete Rows In	port Itinerary			
] Departure City↑=	A	rrival City		Arrival Rate Location
Los Angeles, California 10/07/2024 12:00 PM	Ta 1	aipei, TAIWAN 0/08/2024 05:00 AM		TAIPEI, TAIWAN
Taipei, TAIWAN 10/11/2024 10:00 AM	Lo 11	os Angeles, California 0/11/2024 07:00 AM		LOS ANGELES COUNTY, US-CA, US

Travel Allowances For Report: Test International Trip						
1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments						
Assigned Itineraries						
Departure City	Date and Time†=	Arrival City	Date and Time	Arrival Rate Location		
⊖ Itinerary: Test International Trip						
Los Angeles, California	10/07/2024 12:00 PM	Taipei, TAIWAN	10/08/2024 05:00 AM	TAIPEI, TAIWAN		
Taipei, TAIWAN	10/11/2024 10:00 AM	Los Angeles, California	10/11/2024 07:00 AM	LOS ANGELES COUNTY, US-CA, US		

4. Click on the Assigned Itinerary to highlight it then click "Next" at the bottom of the page.

Travel Allowances	For Report: Test International Trip					دي ۲
1 Create New Itine	rary 2 Available Itineraries 3 Expenses & Adjustments					
Show dates from	曲 to					
Exclude   All 🔲	Date/Location†=	Meals Rate	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
	10/07/2024 Taipei, TAIWAN	\$81.00				\$81.00
	10/08/2024 Taipei, TAIWAN	\$108.00				\$65.00
	10/09/2024 Taipei, TAIWAN	\$108.00		V		\$81.00
	10/10/2024 Taipei, TAIWAN	\$108.00				\$92.00
	10/11/2024 Taipei, TAIWAN	\$81.00				\$81.00

- Make sure to exclude any Personal Days taken.
  - Check "Exclude All" if travel is more than 30 days and the budgeted travel allowance is less than the per diem.

5. Mark any specific meals that were provided on your trip which will automatically be deducted.

Payment Type <b>↓</b> ↑	Expense Type↓↑	Vendor Details <b>↓</b> ↑	Date↓F	Requested↓↑	
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/11/2024	\$81.00	•••
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/10/2024	\$92.00	
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/09/2024	\$81.00	
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/08/2024	\$65.00	
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/07/2024	\$81.00	•••
				\$400.00	

• Meal Expenses will then automatically be added to the expense report



# QUESTIONS?