



FINANCE AND OPERATIONS
Finance and Budget

Concur

Travel and Expense Management



Step-by-Step Guidebook

April 23, 2021

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1. About Concur

Concur integrates travel requests, expense reporting, travel booking, and authorization solutions. This web-based service provides the tools you need to request and book travel, as well as create, and submit expense reports. This system will replace former travel request, booking, authorization, and expense systems for the University of North Carolina at Chapel Hill (UNC-Chapel Hill).

Features and Highlights

This user-friendly system incorporates features that are unique to UNC-Chapel Hill creating a seamless experience from request to booking to expense. The Concur system features include:

- Single Sign-on access via ConnectCarolina or the Travel Office website.
- University policies are built directly into the system.
- Mobile access with the ability to create, submit, and approve requests and reports via the Concur mobile app.
- And more!

How to Use this Guidebook

This guidebook provides step-by-step instructions on how to perform various functions in the Concur system with detailed guidance. If you have questions about the content of this guide or need additional assistance, please contact:

University Travel Office

Phone: 919-962-0210

Email: concur@unc.edu

Webpage: finance.unc.edu/services/travel/

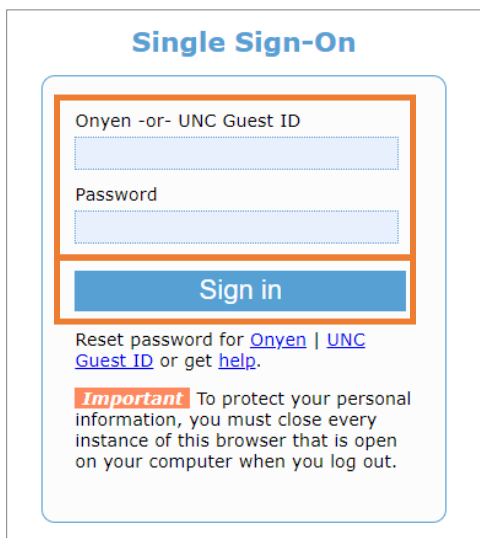
2. Getting Started with Concur

Signing into Concur

Users can log in to Concur via the Travel Services webpage, after signing into ConnectCarolina, or directly via concursolutions.com.

Via the Travel Services Webpage

1. Go to <http://www.finance.unc.edu/services/travel/> by entering it into your internet browsers address bar.
2. Click the **Concur** link.
Result: You will be prompted to complete Single Sign-on.
3. Enter your **ONYEN** and **Password**.
4. Click the **Sign in** button.



The screenshot shows a 'Single Sign-On' login form. It has a title 'Single Sign-On' at the top. Below the title is a box containing two input fields: 'Onyen -or- UNC Guest ID' and 'Password'. Below these fields is a blue 'Sign in' button. Under the button, there is a link to 'Reset password for Onyen | UNC Guest ID or get help.' and an 'Important' note: 'To protect your personal information, you must close every instance of this browser that is open on your computer when you log out.'

Result: You will be prompted to complete Duo Authentication.

5. Complete the Duo Authentication.

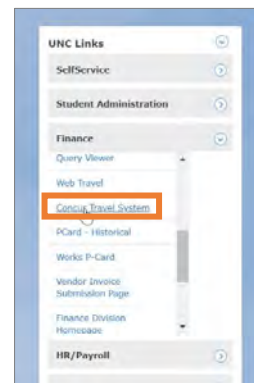
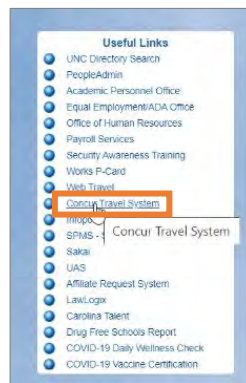
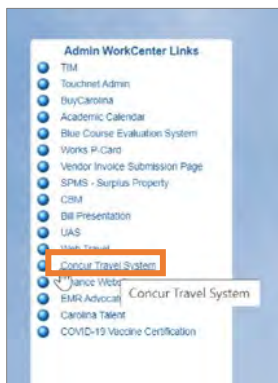
Via ConnectCarolina

1. Go to <https://connectcarolina.unc.edu/> by entering it into your internet browsers address bar.
2. Click the **Log In** button.



3. Complete the Single Sign-On (SSO) by entering your ONYEN username, password, and Duo Authentication.

4. Click the **Concur** link from the Admin WorkCenter, Self Service, or Faculty Portal.



Result: Your SSO credentials will automatically be verified with your Concur Username and you will be logged into the Concur system.

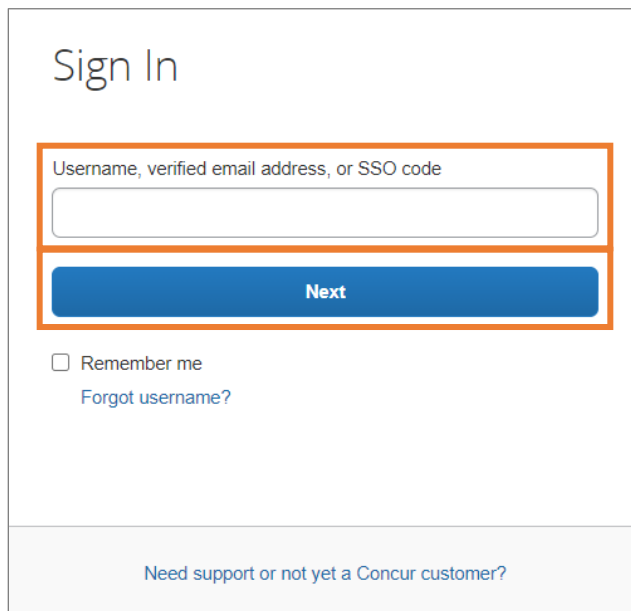
Via Concur Directly

You can also log in to your Concur account by directly accessing their site at concur.solutions.com. After navigating to concur.solutions.com, follow these steps to login:

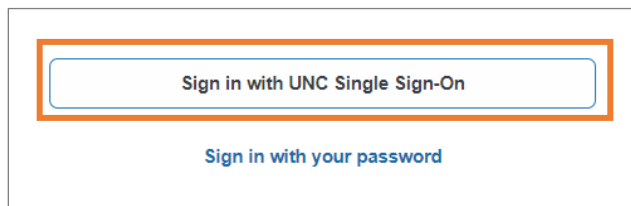
1. Enter your user name as your ONYEN@unc.edu.

Note: You may also enter your UNCCH email address if it has been verified on your Concur Profile.

2. Click the **Next** button.

A screenshot of the Concur 'Sign In' page. The title 'Sign In' is at the top. Below it is a text input field with the placeholder 'Username, verified email address, or SSO code'. An orange rectangular box highlights this input field and the blue 'Next' button located directly below it. Below the 'Next' button are two links: 'Remember me' (with an unchecked checkbox) and 'Forgot username?'. At the bottom of the form is a link that says 'Need support or not yet a Concur customer?'.

3. Click the **Sign in with UNC Single Sign-On** button

A screenshot showing two sign-in options. The top option is a button labeled 'Sign in with UNC Single Sign-On', which is highlighted by an orange rectangular box. Below it is a link labeled 'Sign in with your password'.

Result: You will be taken to the UNCCH Single Sign-On page.

4. Enter your **ONYEN** and **Password**.

5. Click the **Sign in** button.

The image shows a 'Single Sign-On' form. It has a title 'Single Sign-On' at the top. Below the title is a box containing two input fields: 'Onyen -or- UNC Guest ID' and 'Password'. Below these fields is a blue button labeled 'Sign in'. Below the button is a link to 'Reset password for Onyen | UNC Guest ID or get help.' and an 'Important' note: 'To protect your personal information, you must close every instance of this browser that is open on your computer when you log out.'

Result: You will be prompted to complete Duo Authentication.

6. Complete the Duo Authentication.

7. **Result:** You will arrive at the Concur homepage.

Note: Once signed into Concur, if you bookmark the page the link will appear as <https://concursolutions.com>. When using the bookmark in the future, you will be brought to the main Sign In page for Concur.

Exploring the Concur Homepage

The Concur home page provides direct access to Concur Expense, Requests, Travel, and Approvals. To return to the Concur home page from any other page, click the SAP Concur logo on the top left of the screen.

Section	Description
Quick Task Bar	This section provides Quick Task (links) so you can: <ul style="list-style-type: none"> Start a new report or request Open reports and requests Manage available expenses Manage approvals
My Tasks	This section shows: <ul style="list-style-type: none"> Required Approvals – Shows listing of Travel and Expense Requests that require your approval. Available Expenses – Shows listing of expenses and receipts received from T&E Cards, Mobile App, and Direct Airfare billing that have not been assigned to an Expense Report. Open Reports - Shows listing of Expense Reports that are open and have not been submitted.
Company Notes	Content is provided by UNC-Chapel Hill Travel Services.

The screenshot shows the SAP Concur homepage for a user named Cortney. The top navigation bar includes links for Requests, Travel, Expense, Approvals, and App Center. The 'Quick Task Bar' is highlighted with an orange box and an arrow, showing five icons: a plus sign for 'Now', and four '00' icons for 'Required Approvals', 'Authorization Requests', 'Available Expenses', and 'Open Reports'. The 'COMPANY NOTES' section is highlighted with an orange box. The 'MY TASKS' section is highlighted with an orange box and an arrow, showing three cards: 'Required Approvals' (00), 'Available Expenses' (00), and 'Open Reports' (00). Each card has a checkmark icon at the bottom.

Updating Your Profile

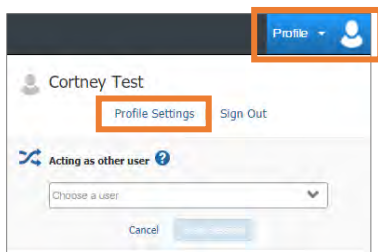
You can use the Profile Options page to customize your user profile. To avoid re-entering personal and permanent information about yourself (phone number, contacts, etc.) complete your profile after logging into Concur for the first time and update it whenever your information changes.

Options	Description
Your Information	Select personal information, work address, home address, contact information, and verify email address.
Request Settings	Select request information, add or remove delegates, enter email preferences, select approvers, and add or remove attendees.
Expense Settings	Select expense information, add or remove delegates, enter email preferences, select approvers, setup personal car, and add or remove attendees.
Travel Settings	Select Travel Preferences to select travel preferences, Accessibility needs, TSA, and passport information.
Other Settings	Provides settings such as E-Receipts Activation and Concur Mobile Registration that you can set or update.

Accessing Your Profile Information

Follow these steps to access your profile information:

1. Click the **Profile** link.
2. Click the **Profile Settings** link.



Result: You will be directed to the Profile Options page.

3. Click the **Personal Information** link.

The screenshot shows the 'Profile Options' page in Concur. The left sidebar contains a list of links under 'Your Information', 'Travel Settings', 'Request Settings', 'Expense Settings', and 'Other Settings'. The 'Personal Information' link is highlighted with a red box. The main content area is titled 'Profile Options' and contains a list of links for different profile sections: Personal Information, Company Information, Credit Card Information, E-Receipt Activation, Travel Vacation Reassignment, Request Preferences, Change Password, System Settings, Contact Information, Setup Travel Assistants, Travel Profile Options, Expense Delegates, Expense Preferences, and Concur Mobile Registration. The 'Personal Information' link is also highlighted with a red box in the main content area.

Result: The My Profile – Personal Information page appears.

4. For each section, add the appropriate information, including the required fields that have been noted in red..

The screenshot shows the 'My Profile - Personal Information' page. At the top, there is a 'Jump To' dropdown menu with 'Personal Information' selected. Below this, a 'Please Note' section contains red text: 'To Ensure your Travel Information is entered into each Reservation Successfully, the Profile should have:'. A list of requirements follows: 'Letters and Numbers Only', 'No Special Characters ~!@#%&'()*_+=', 'Contain Only US State Codes for example OH for Ohio', 'Have Frequent Traveler Numbers that exactly match the Traveler's Name in the Profile', 'Remove Expired Passports and Credit Cards', and 'And, each Section should contain only the Requested Data'. Below this, a note states: 'Fields marked [Required] and [Required**] (validated and required) must be completed to save your profile.' An 'Important Note' box contains a warning icon and text: 'Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.' The form fields are: Title (dropdown), First Name (text field), Middle Name (text field, marked as Required), Nickname (text field), Last Name (text field), and Suffix (dropdown). The 'Middle Name' field is highlighted with a red box. Below the form, there is a 'Company Information' section with fields for Employee ID and Cost Center. The 'Employee ID' field contains the value '230054550'. A 'Go to top' link is located at the bottom right of the page.

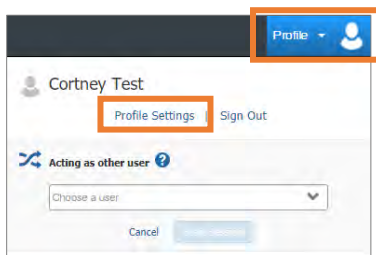
Important: In the TSA Secure Flight section, you must confirm the gender designated on your government issued photo id.

5. Click the **Save** button.

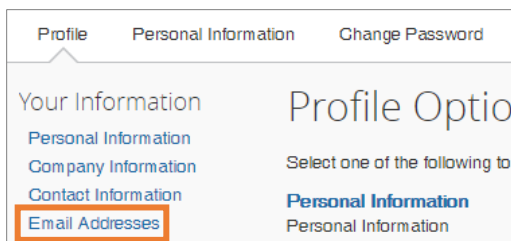
Verifying Your Email Address

When you setup your account, you should verify your email address. This will allow you to send and receive email receipts to your Available Receipt library. Follow these steps to verify an email address:

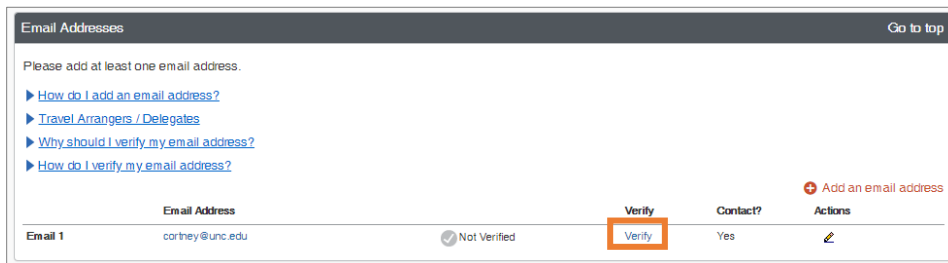
1. Click the **Profile** link.
2. Click the **Profile Settings** link.



3. From the menu on the left, click the **Email Addresses** link in the Your Information section.



- Click the **Verify** link in the verify column of the email address you wish to verify.



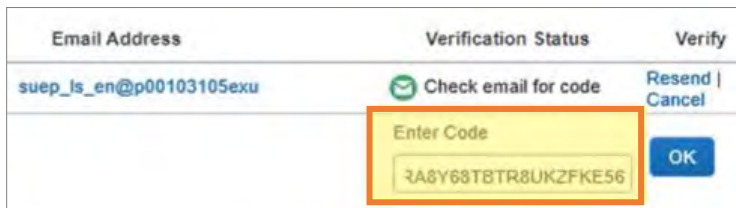
Result: An alert message will appear.

- Click the **OK** button.



Result: A verification code will be sent to the selected email address from Concur.

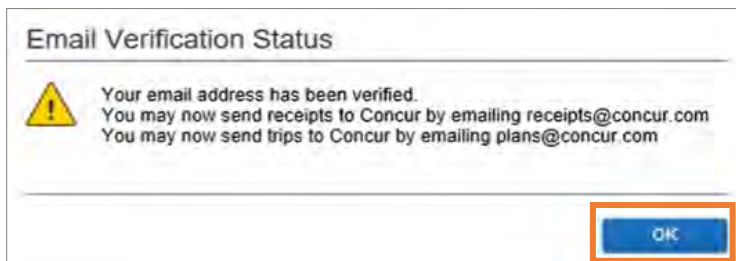
- Using the code from the email you received, **enter the code** in the Enter Code field, next to the appropriate email address.



- Click the **OK** button.

Result: A pop-up message will appear.

- Click the **OK** button, on the pop-up message.



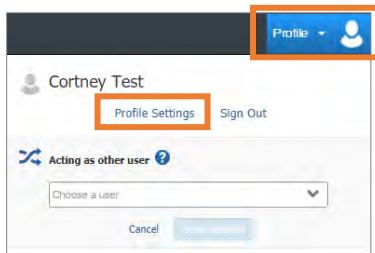
Result: Verification Status will change to Verified with a green check icon.

Email Address	Verification Status	Verify
suep_ls_en@p00103105exu	Verified	Disable Verification

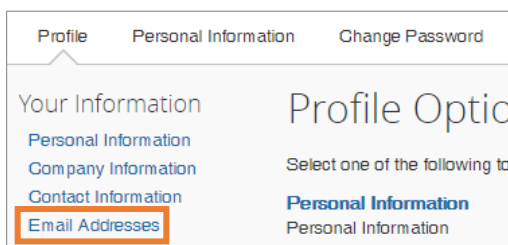
Adding a Personal Email Address

You also have the option to add additional email addresses, including personal email addresses, to receive reminders and notifications. Follow these steps to add a personal email address:

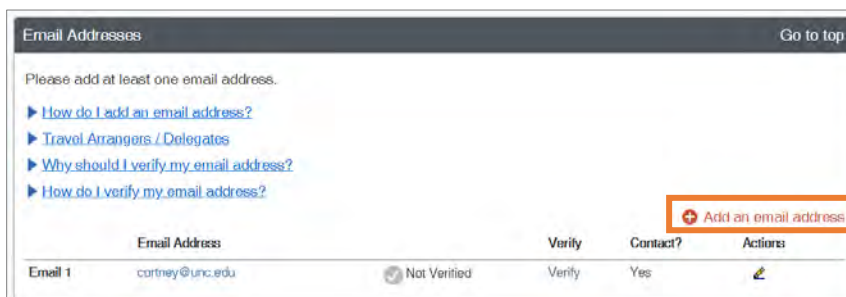
1. Click the **Profile** link.
2. Click the **Profile Settings** link.



3. From the menu on the left, click the **Email Addresses** link under the Your Information section.



4. Click the **Add an email address** link.



5. Enter the email address you want to add.

Note: Select the Yes radio button if you would like this email address to receive notifications.

6. Click the **OK** link.

Email Addresses

Go to top

Please add at least one email address.

[▶ How do I add an email address?](#)
[▶ Travel Arrangers / Delegates](#)
[▶ Why should I verify my email address?](#)
[▶ How do I verify my email address?](#)

+

Add an email address

	Email Address		Verify	Contact?	Actions
Email 1	cortney@unc.edu	<input checked="" type="checkbox"/> Not Verified	Verify	Yes	
	<div>Enter email address</div> <div></div>	Contact for Travel Notifications? <input type="radio"/> Yes <input checked="" type="radio"/> No		<div><div>OK</div>Cancel</div>	

Result: The new email address is added to the listing of email addresses.

Email Addresses

Go to top

Please add at least one email address.

[▶ How do I add an email address?](#)
[▶ Travel Arrangers / Delegates](#)
[▶ Why should I verify my email address?](#)
[▶ How do I verify my email address?](#)

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Add an email address

	Email Address		Verify	Contact?	Actions
Email 1	cortney@unc.edu	<input checked="" type="checkbox"/> Not Verified	Verify	Yes	
Email 2	cortney@gmail.com	<input checked="" type="checkbox"/> Not Verified	Verify	No	

Important: All email addresses should be verified. Follow the steps noted in the [Verifying Your Email Address](#) section to verify additional email addresses.

Setting Up Reminders and Notifications

Concur will automatically send email notifications and reminders regarding Travel Requests, Trips, Expense Reports, T&E Card Transactions, and Airfare-Direct Billing Transactions. Reminder emails will be sent from emailreminderservice@concursolutions.com and notification emails will be sent from autonotification@concursolutions.com. To ensure that these messages are not sent to a spam folder, add them as a contact or as a safe sender to your email account.

Reminder email settings cannot be turned off or changed. However, some notification settings may be managed in the Preferences section of your Profile. A list of common notifications/reminders are included below:

Email Reminders

- Outstanding Travel Request Approvals Reminders
- T&E Card Transaction Reminders
- Expense Report Submission Reminders
- Outstanding Expense Report Approvals Reminders

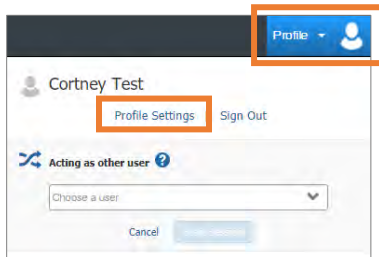
Email Notifications

- Travel Request Pending Approval Notifications
- Request Recall Notifications
- Request Status Change Notifications
- New Company Card Transactions Notifications
- Expense Report Pending Approval Notifications
- Expense Report Recall Notifications
- Expense Report Status Change Notifications

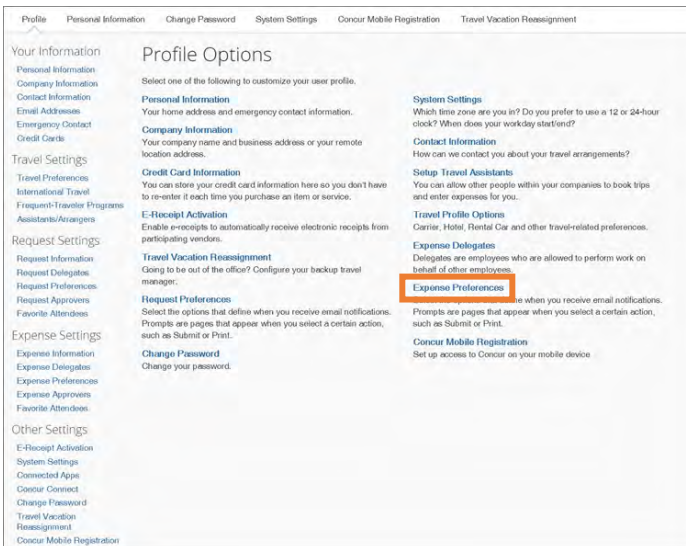
Managing Expense Notifications

Follow these steps to define when you receive an email notification from Concur Expense:

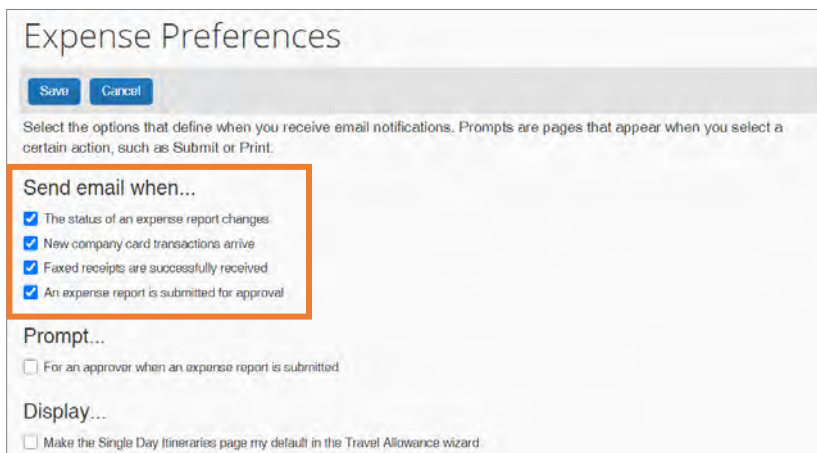
1. Click the **Profile** link.
2. Click the **Profile Settings** link.



3. Click the **Expense Preferences** link.



4. Mark the checkbox of when you want an email notification.



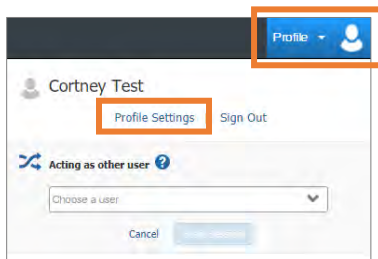
Important: It is against T&E Card Policy to disable the "New company card transactions arrive" notification.

5. Click the **Save** button.

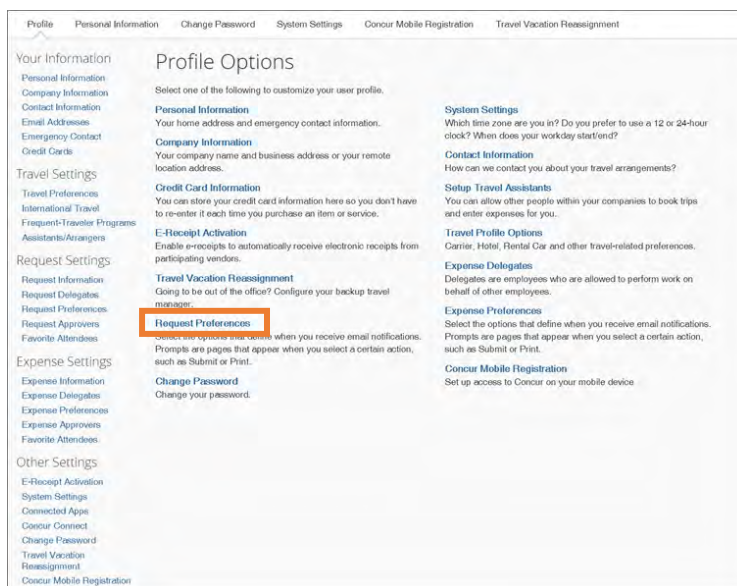
Managing Request Notifications

Follow these steps to define when you receive an email notification from Concur Request:

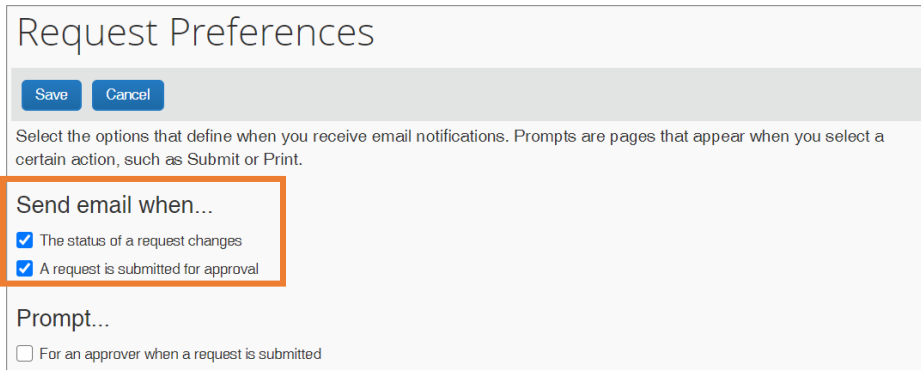
1. Click the **Profile** link.
2. Click the **Profile Settings** link.



3. Click the **Request Preferences** link.



4. Mark the checkbox of when you want an email notification.



Request Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Send email when...

- ☒ The status of a request changes
- ☒ A request is submitted for approval

Prompt...

- ☐ For an approver when a request is submitted

5. Click the **Save** button.

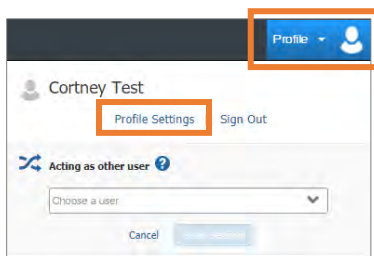
Using Expense Assistant

Expense Assistant adds all your incoming UNC-Chapel Hill Travel & Expense (T&E) Card transactions to an open expense report. An open report can be a user-created expense report or an expense report that is auto-created by Expense Assistant. Expense Assistant will continue to add all your new incoming transactions that have a post date that matches the calendar month of the expense report. Once you enable Expense Assistant, you can access your automatically created reports on the Expense page.

Enabling Expense Assistant

Follow these steps to enable Expense Assistant:

1. Click the **Profile** link.
2. Click the **Profile Settings** link.



Profile [User Icon]

Cortney Test

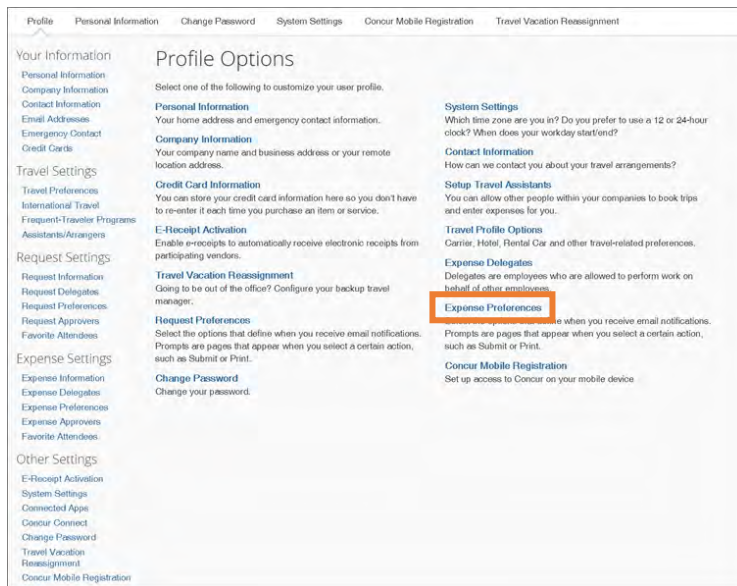
[Profile Settings](#) [Sign Out](#)

Acting as other user ⓘ

Choose a user: [Dropdown]

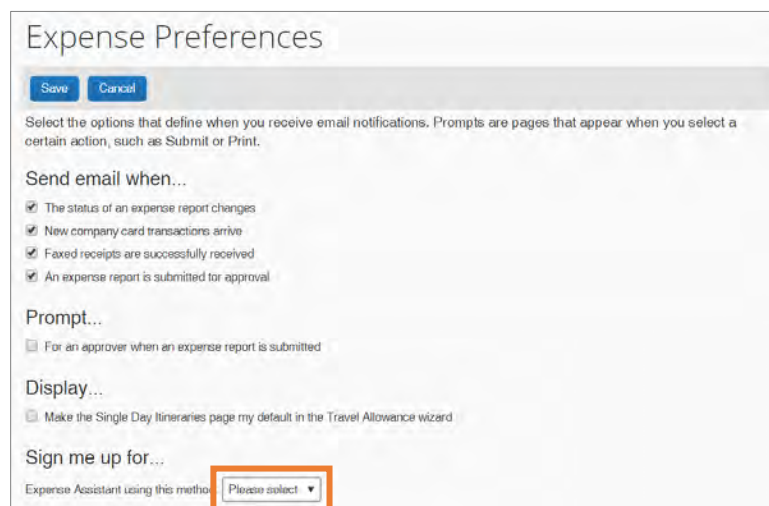
[Cancel](#) [\[Button\]](#)

3. Click the **Expense Preferences** link.



The screenshot shows the 'Profile Options' page in the Concur system. The left sidebar contains a list of settings categories. Under the 'Expense Settings' category, the 'Expense Preferences' link is highlighted with a red rectangle. The main content area shows various profile options like Personal Information, System Settings, and Travel Profile Options.

4. Select **By Month** or **By Trip** from the Sign me up for drop down menu.



The screenshot shows the 'Expense Preferences' form. At the top, there are 'Save' and 'Cancel' buttons. Below them, there are sections for 'Send email when...', 'Prompt...', and 'Display...'. At the bottom, there is a 'Sign me up for...' section with a dropdown menu. The dropdown menu is highlighted with a red rectangle, and it shows 'Please select' as the current selection.

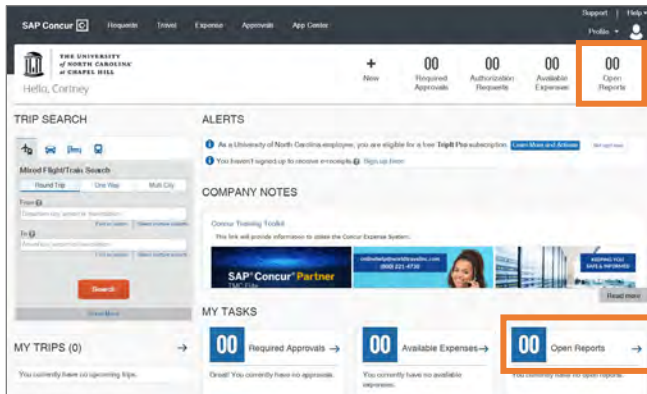
5. Click the **Save** button.

Result: Your Expense Preferences are saved, and Expense Assistant will begin adding transactions to a monthly expense report. On the Manage Expenses screen, you can view your newly created reports. Transactions are added to your reports based on their transaction post date.

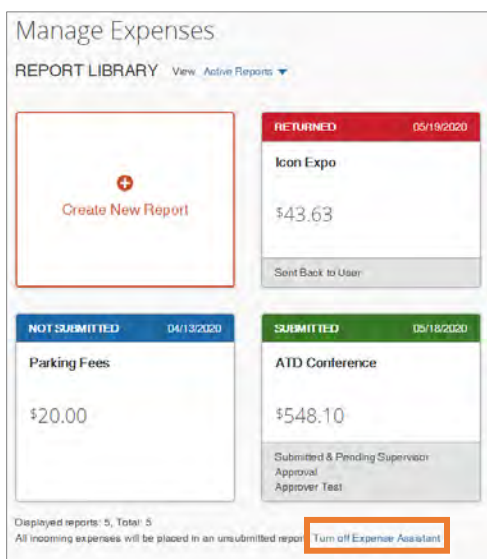
Disabling Expense Assistant

To stop all incoming transactions from being placed on an unsubmitted report, you can disable Expense Assistant. Follow these steps to disable Expense Assistant:

1. Click the **Open Reports** tab or the tile from the Concur Home page.

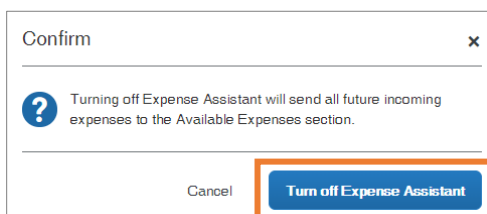


2. Click the **Turn off Expense Assistant** link.



Result: A confirmation pop-up message will appear.

3. Click the **Turn off Expense Assistant** Button.



3. Using Delegates & Travel Assistants

The Concur system allows you to create Delegates and Travel Assistants who can act on your behalf. A Delegate is a user who is granted permission to act on behalf of another user to perform tasks such as creating or approving requests and expense reports. You can create the following types of delegates:

Approval Delegate - An Approval Delegate can assist in reviewing or approving Requests and Expense Reports on your behalf. Approval Delegates can use the Preview feature to send an email notification to the user when a request or report is ready for their approval.

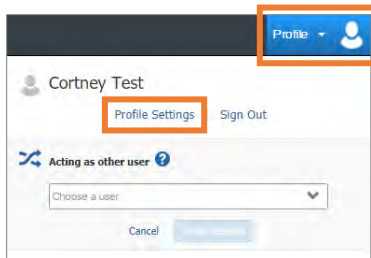
Personal Delegate - A personal delegate can assist in preparing Requests and Expense Reports on your behalf. Additional permissions may include the ability to view receipt images and/or receive copies of emails. However, Personal Delegates cannot submit reports on your behalf. Personal Delegates can use the Notify feature to send an email notification to the user when a request or report is ready to be submitted.

Delegates may be managed and assigned through the Request Delegates link on the Profile Options page or by following the steps below to access the Expense Delegates link. Regardless of the navigation path chosen, Delegates will have the same access to both systems.

Creating a Delegate

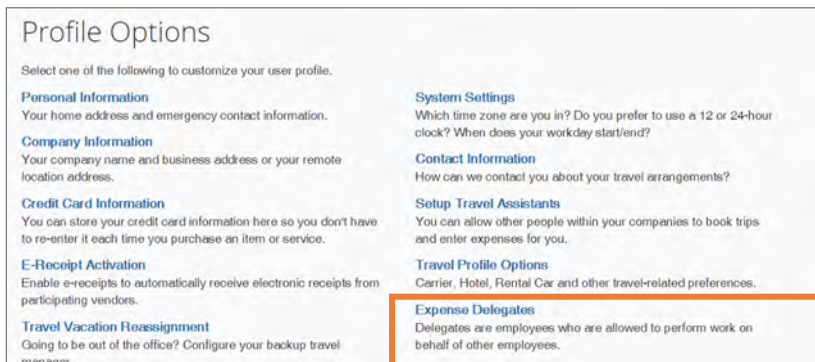
Follow the steps below to create a delegate:

1. Click the **Profile** link.
2. Click the **Profile Settings** link.

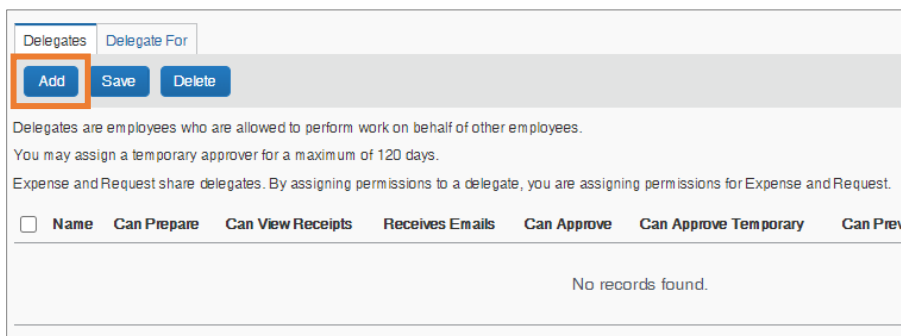


Result: You will be directed to the Profile Options page.

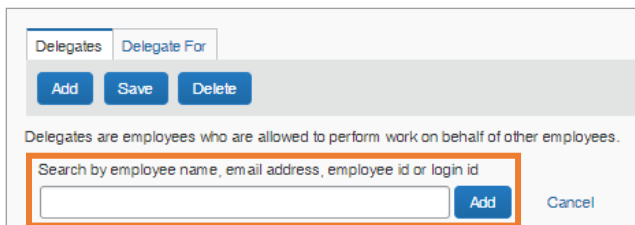
3. Click the **Expense Delegates** link.



4. Click the **Add** button.



5. Begin entering the name of the employee you want to assign as a delegate.



6. Click on the employee you wish to add as a delegate.
7. Select the task(s) you want to delegate or perform on your behalf and what notifications they should receive.

Personal Delegate Options:

- **Can Prepare** – This allows the delegate to prepare requests or expenses on your behalf.
- **Can View Receipts** – This allows the delegate to view receipts that are uploaded to your account in the Concur system.
- **Receives Emails** – This allows the delegate to receive the same email notifications that you receive based on your email notification settings.

Approval Delegate Options:

- **Can Approve** – This allows the delegate to review and approve requests or expenses on your behalf.
- **Can Approve Temporary** – This allows the delegate to review and approve requests or expenses on your behalf only during the designated time frame.
- **Can Preview for Approver** – This allows the delegate to review a request or report and then notify the Approver once it is ready for their approval.
- **Receives Approval Emails** – This allows the delegate to receive the same email notifications that a user who is an approver receives.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Receives Emails	Can Approve	Can Approve: Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	ABARBANEL, Jeffery test@testunc.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	Arnold, Rebecca test@testunc.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	Test, Jane@CS jane@CS@unc.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

8. Click the **Save** button.

Delegates

Delegate For

Add

Save

Delete

Delegates are employees who are allowed to perform work on behalf of other employees. You may assign a temporary approver for a maximum of 120 days. Expense and Request share delegates. By assigning permissions to a delegate, you

Deleting a Delegate

Follow these steps to delete a delegate:

1. Follow steps 1 to 3, from the section [Creating a Delegate](#).
2. Check the box beside the individual you want to remove as a delegate.
3. Click the **Delete** button.

Delegates

Delegate For

Add Save **Delete**

Delegates are employees who are allowed to perform work on behalf of other employees.
You may assign a temporary approver for a maximum of 120 days.
Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary
<input checked="" type="checkbox"/>	ABARBANELL, Jeffery test@test.unc.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>
<input type="checkbox"/>	Arnold, Rebecca test@test.unc.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>
<input type="checkbox"/>	Test, JanetKS JanetKS@unc.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>

Result: A pop-up message will appear verifying that you want to delete the selected delegate.

4. Click the **OK** button on the pop-up message.

Result: The system will delete the delegate you selected.

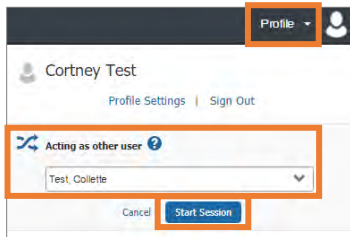
Acting as a Delegate

If you have been assigned to work as a delegate, your delegators will define which task(s) you can complete, such as preparing reports or approving on their behalf.

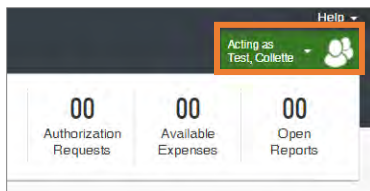
Follow these steps to act as a delegate:

1. Click the **Profile** link.
2. Under the **Acting as other user**, begin entering the name of the employee you want to act on behalf of. Click on the employee you wish to act on behalf of.

3. Click the **Start Session** button.



Result: The Profile menu will display “Acting as” and shows the name you selected. You are now officially working on behalf of that person.

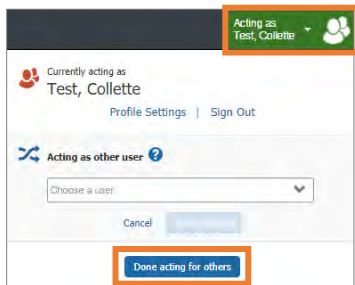


Note: To select a different user, follow the same steps but select a different name.

Stopping Work as a Delegate

Follow these steps to stop working as a delegate:

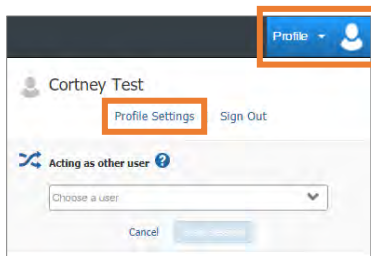
1. Click the **Acting as** link.
2. Click **Done acting for others** link.



Creating a Travel Assistant

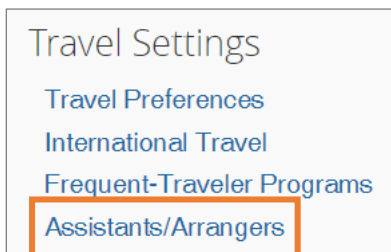
A Traveler can assign a Travel Assistant (Arranger) to manage their travel activities including, booking, canceling, and changing trip information. A Traveler can choose an arranger in the Profile section. Follow these steps to create a Travel Assistant:

1. Click the **Profile** link.
2. Click the **Profile Settings** link.

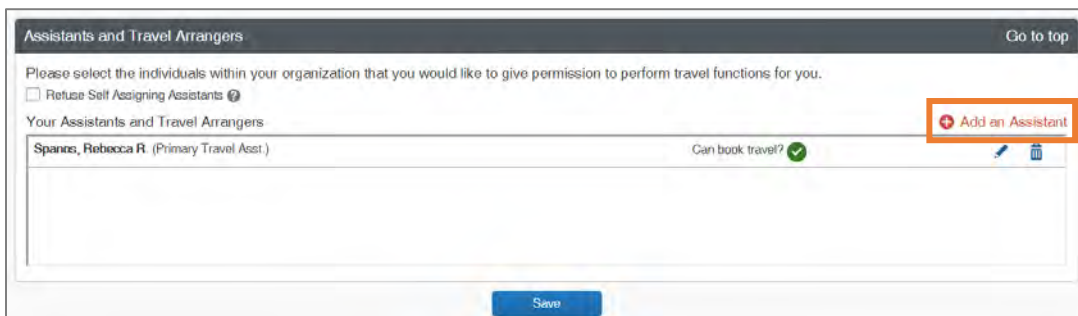


Result: You will be directed to the Profile Options page.

3. In the Travel Settings section, click the **Assistants/Arrangers** link.



4. Click the **Add an Assistant** link.



Result: The Add an Assistant pop-up window will appear.

5. In the Assistant field, enter the name of the individual(s) you would like to be your Travel Assistant.

6. Mark the checkbox for **Can book travel for me**.
7. Mark the checkbox **Is my primary assistant for travel**, if applicable.
8. Click the **Save** button.

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

☐ Can book travel for me

☐ Is my primary assistant for travel*

*Individuals/Groups with **no work phone number in their profile** cannot be designated as primary assistant for travel.

Save **Cancel**

Result: The selected individual will be listed as a Travel Assistant/Arranger.

9. Click the **Save** button.

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

Spanos, Rebecca R. (Primary Travel Asst.)	Can book travel? <input checked="" type="checkbox"/>	Edit Delete
Alston, Courtney	Can book travel? <input checked="" type="checkbox"/>	Edit Delete

Save

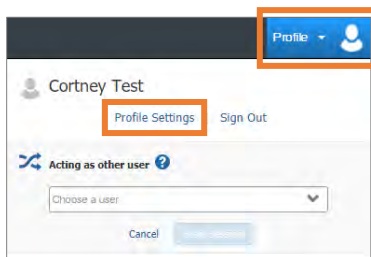
Deleting a Travel Assistant

A Travel Assistant is a user who can book travel on behalf of another user. Travel Assistants, also known as Arrangers, can be assigned, and/or removed at any time.

If you are the Traveler

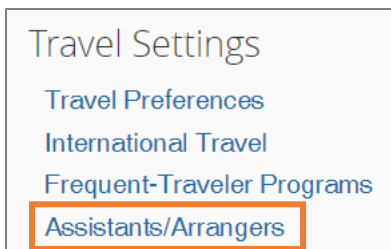
Follow these steps to delete a Travel Assistant or Arranger from your profile:

1. Click the **Profile** link.
2. Click the **Profile Settings** link.

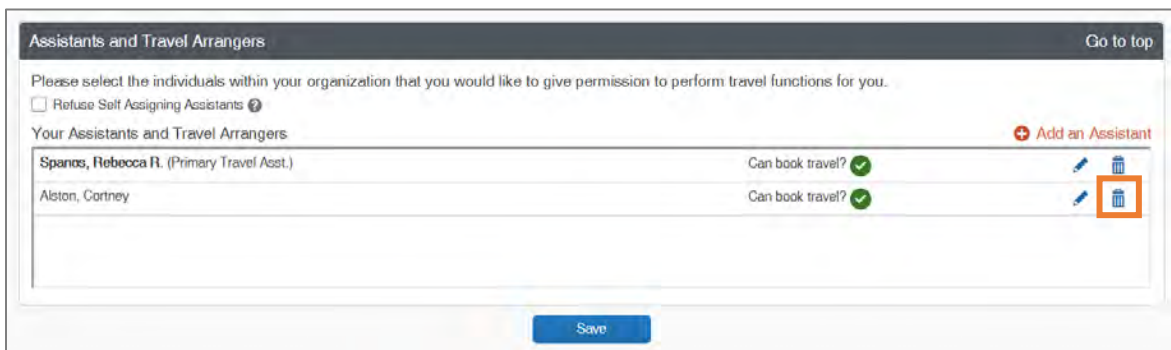


Result: You will be directed to the Profile Options page.

3. In the Travel settings section, click the **Assistants/Arrangers** link.

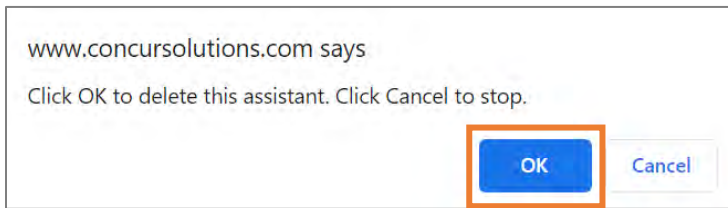


4. Click the **Trashcan** icon beside the individual(s) you want to delete.



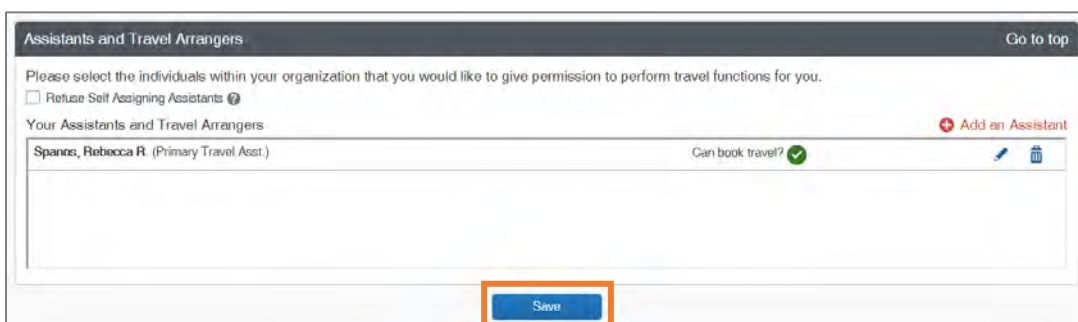
Result: A pop-up confirmation message will appear.

5. Click the **OK** button.



Result: The Travel Assistant is deleted from the listing.

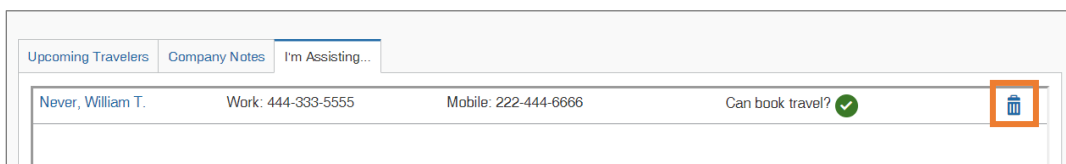
6. Click the **Save** button.



If you are a Travel Assistant/Arranger

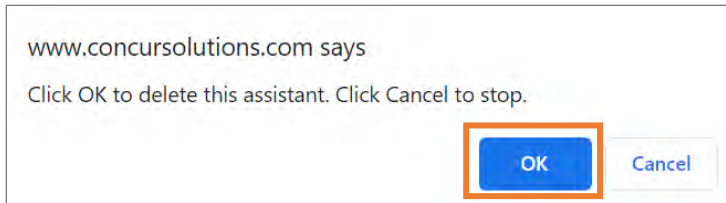
Follow these steps to delete yourself as being a Travel Assistant or Arranger for a Traveler:

1. Click on the **Travel** tab.
2. Click the **Arrangers** tab.
3. Click the **I'm Assisting** tab.
4. Click the **Trashcan** icon beside the Traveler you want to delete yourself from as a Travel Assistant.



Result: A pop-up message will appear.

5. Click the **OK** button.



Result: You will no longer have the ability to book travel for the selected Traveler and their name is removed from the listing.

Acting as a Travel Assistant

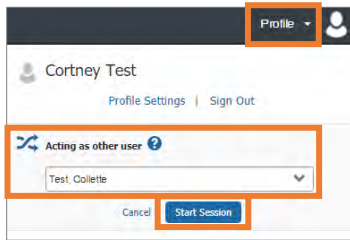
A Travel Assistant (Arranger) can manage travel activities (book, cancel, change trips, etc.) for travelers. Individuals who have been designated as a Travel Assistant can:

- Book flight, rental car, hotel, etc.
- View upcoming trips
- Manage trips actions such as change or cancel a trip for a traveler,
- View/Filter travelers by name or date of traveler
- View trip segment information without having to access the full itinerary
- Access the airline's check-in webpage to check the Traveler in for a flight
- Access TSA wait time information
- Add another travel arranger for a traveler
- Discontinue their own arranger association with a traveler

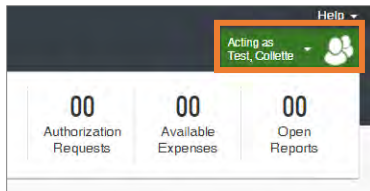
If you have been designated as a Travel Assistant or Travel Arrangers, follow these steps to manage and administer travel for another user.

1. Click the **Profile** link.
2. Under the **Acting as other user**, begin entering the name of the employee you want to act on their behalf.
3. Click on the employee you wish to act on their behalf.

- Click the **Start Session** button.



Result: The Profile menu will display “Acting as” and shows the name you selected. You are now officially working on behalf of that person.



Note: After signing in to Act as a Delegate you will need to access the Travel Arranger View page to manage travel for other users.

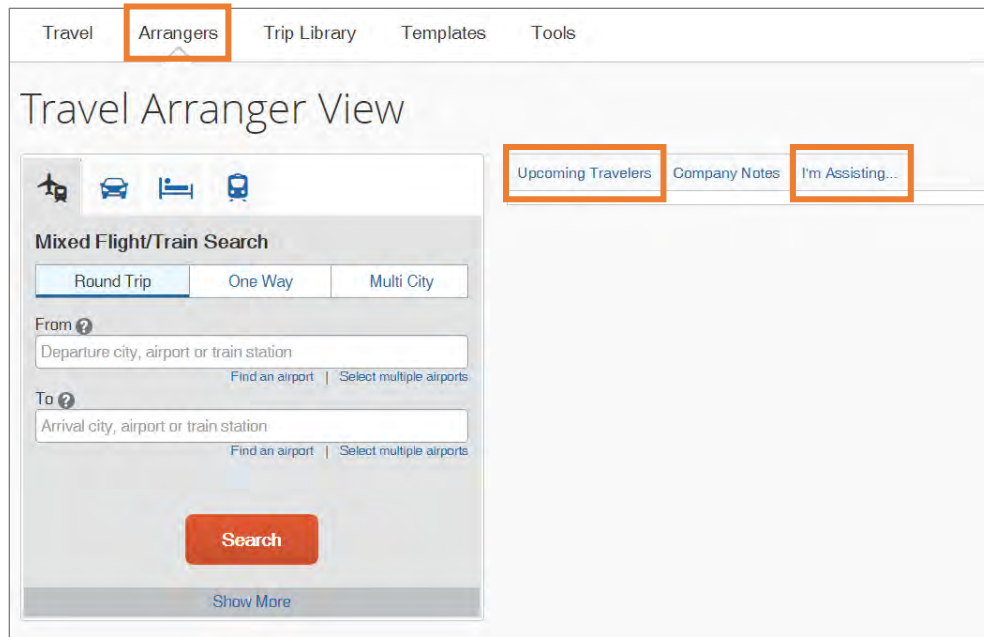
- Click the **Travel** tab.
- Click the **Arrangers** tab.

Result: You will be brought to the Travel Arrangers View page and can begin managing travel on behalf of another user.

Exploring the Travel Arrangers View Page

The Travelers Arranger View page is where the arranger can perform multiple functions on the traveler’s behalf.

Section	Description
Upcoming Travelers tab	Use this tab to: <ul style="list-style-type: none">Search for Travelers based on names or travel datesView Travelers contact phone numberAccess Trip Actions menu to view itineraries, cancel trips, etc.Access Travel Preferences link to view travel preferences
I’m Assisting tab	Use this tab to: <ul style="list-style-type: none">Access a traveler’s profileDiscontinue (delete) your travel arranger designation

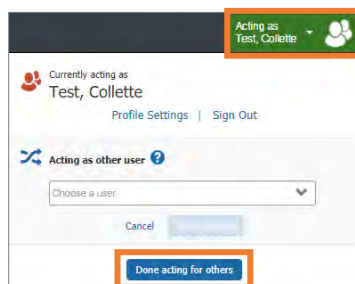


Note: Traveler Assistants/Arrangers can set the Travel Arranger View page as the homepage when logging into the Concur System. This can be done by following the menu path of Profile Settings > System Settings > Other Preferences. For the Home Page option, select Traveler Arranger View.

Stopping Working as a Travel Assistant

Follow these steps to stop working as a Travel Assistant:

1. Click the **Acting as** link.
2. Click **Done acting for others** link.



4. Understanding Approval Workflows

When a Travel Request or Expense Report is submitted it will go through an approval workflow. This process ensures that prior to a Travel Request or Expense Report being processed it has been reviewed and approved by designated department approvers or Business Officers. The default approval workflow in Concur is assigned based on the Department approval workflow in ConnectCarolina. Changes made in ConnectCarolina will be imported into Concur on a nightly basis. These changes will not update the workflow of requests/reports which have already been submitted but will affect the workflow of new submissions or re-submissions.

Adding a Default Approver to Your Approval Workflow

Default approvers can be added to a user's approval workflows via their user profile.

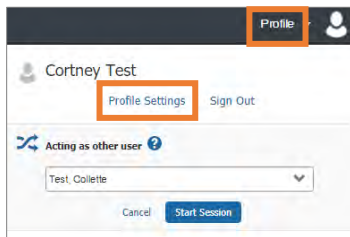
Default approvers can be added:

- only in Request,
- only in Expense,
- the same in both systems,
- or be different between the two systems, if necessary.

Default approvers will always be the first to approve in the Workflow before the request/report routes to the approvers of the assigned chartfield string(s). Follow these steps to add a default approver to the user's profile:

1. Click the **Profile** link.

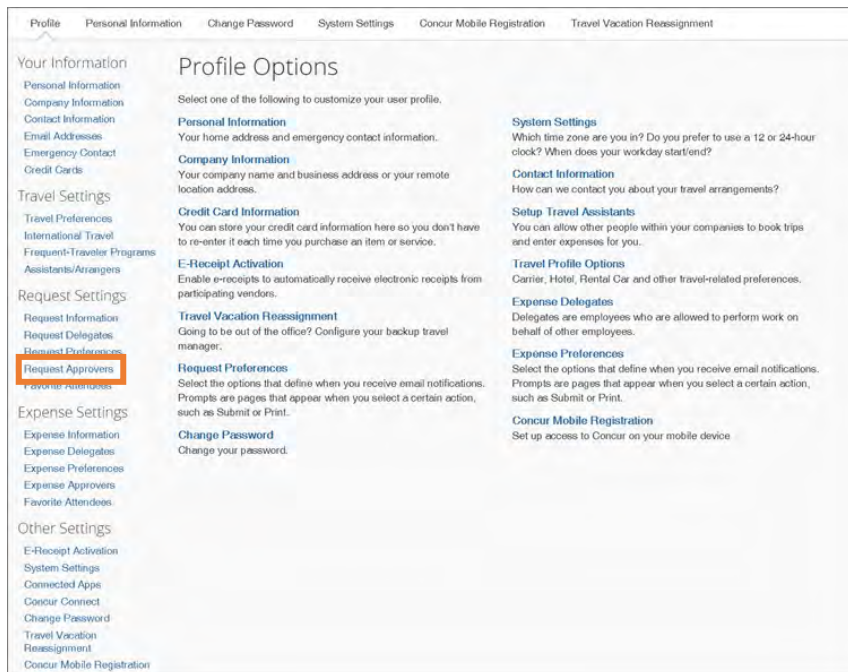
2. Click the **Profile Settings** link.



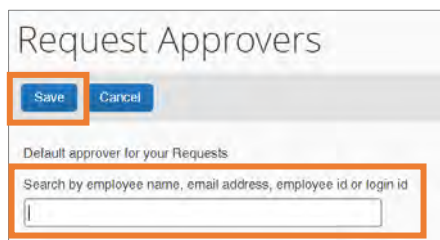
Result: You will be directed to the Profile Options page.

Adding Default Request Approvers

3. Click the **Request Approvers** link.

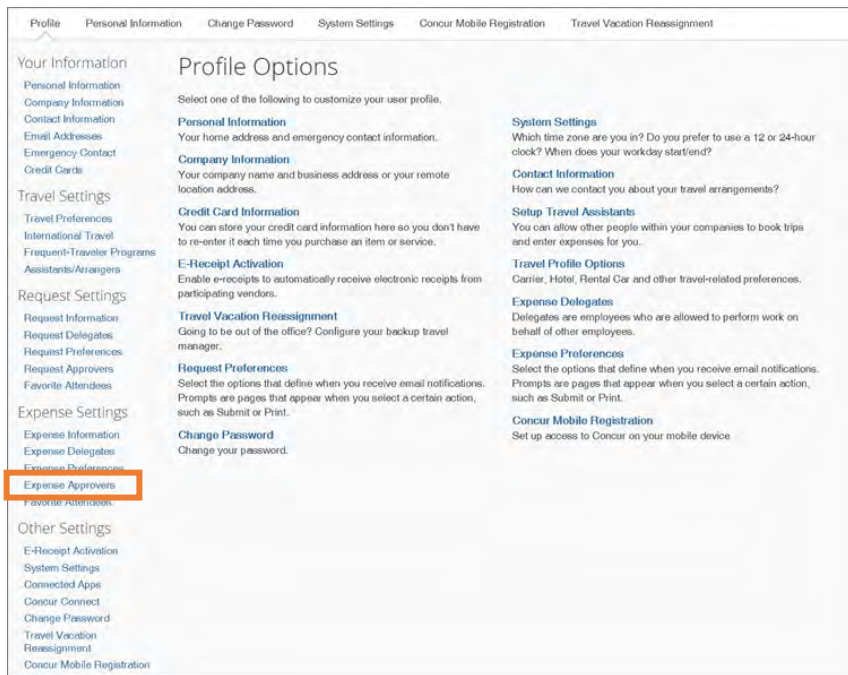


4. Search for the employee you want to add as a default approver.
5. Click on the user you want to add.
6. Click the **Save** button.



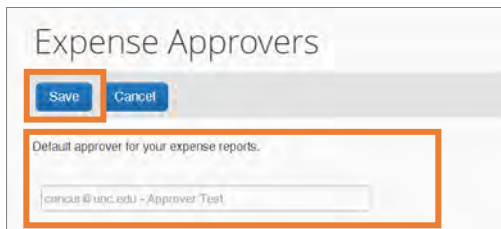
Adding Default Expense Approvers

7. Click the **Expense Approvers** link.



The screenshot shows the 'Profile Options' page in the Concur system. The left sidebar contains a list of settings categories. The 'Expense Approvers' link is highlighted with an orange box. The main content area is titled 'Profile Options' and includes sections for Personal Information, Company Information, Credit Card Information, E-Receipt Activation, Travel Vacation Reassignment, Request Preferences, Change Password, System Settings, Contact Information, Setup Travel Assistants, Travel Profile Options, Expense Delegates, Expense Preferences, and Concur Mobile Registration.

8. Search for the employee you want to add as a default approver.
9. Click on the user you want to add.
10. Click the **Save** button.



The screenshot shows the 'Expense Approvers' dialog box. It has a title bar 'Expense Approvers' and two buttons: 'Save' and 'Cancel'. Below the buttons is a text input field labeled 'Default approver for your expense reports.' The text 'concur@unc.edu - Approver Test' is entered in the field. The 'Save' button and the text input field are highlighted with orange boxes.

5. Understanding Expense Types

Expense Types/Account Codes are hard-coded in the Concur system and users do not have the ability to change them. When an Expense Type is selected, it automatically pulls the assigned account code. For example, if you choose a trip type of “International” on the Report Header, and then enter an expense line for Airfare (whether out-of-pocket, T&E Card, or directed-billed), the system automatically assigns the account code of 526310 for the International Airfare to the expense. Also, end-users will not see the account codes when reviewing the chartfield string and allocating expenses.

Listing of Expense Types

Expense Type Categories	Subcategories
Lodging Expenses	<ul style="list-style-type: none">• Hotel• Laundry
Transportation	<ul style="list-style-type: none">• Airfare• Airfare Booking Fees• Airline Fees• Car Rentals• Ferries/Boats• Fuel/Charging Stations• Ground Transportation• Parking• Tolls/Road Charges• Train
Personal Car Mileage	<ul style="list-style-type: none">• Personal Car Mileage
Meals	<ul style="list-style-type: none">• In-State Breakfast Per Diem• In-State Dinner Per Diem• In-State Lunch Per Diem• Out-of-State Breakfast Per Diem• Out-of-State Dinner Per Diem• Out-of-State Lunch Per Diem
Meetings & Amenities	<ul style="list-style-type: none">• Event Space Rental• Event Supplies• Food & Beverage 8 or less

	<ul style="list-style-type: none"> • Food & Beverage 9 or more
Office Expenses	<ul style="list-style-type: none"> • Courier/Shipping/Freight • Equipment/Hardware • Postage • Printing/Photocopying/Stationary • Suppliers/Software
Communications	<ul style="list-style-type: none"> • International Mobile Phone • Internet/Online Fees
Fees	<ul style="list-style-type: none"> • Currency Exchange Fees • Entry/Exist Fees • International Transaction Fee (T&E Card Only) • Passports/Visa Fees
Other	<ul style="list-style-type: none"> • Booth/Fair Registration • Conference/Seminar Fees • Documentation Only • Immunization/Medical Fees • International Travel Health Insurance • Marketing/Promotional Costs • Miscellaneous • Non-Reimbursable/Personal Expense <p>Note: If a portion or all of a T&E Card charge is personal, the amount will be deducted from any out-of-pocket reimbursement first. If the expense exceeds the total out-of-pocket expenses, it will automatically create a payroll deduction.</p> <ul style="list-style-type: none"> • Professional Subscriptions/Due • Tip/Gratuities • Tuition/Training Reimbursement

Using the Documentation Only Expense Type

The Documentation Only option from the Expense Type Category should be used only when you need to attach additional backup documentation. Documentation submitted with this expense type will have an expense amount of \$0.00.

6. Creating and Submitting Travel Requests

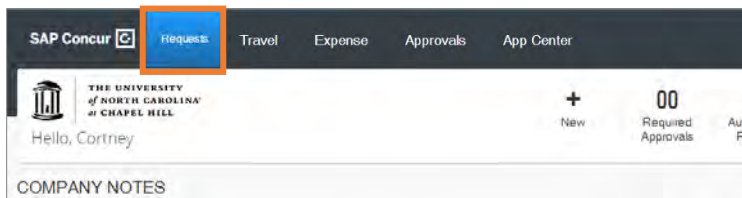
In advance of any University business travel which includes airfare, lodging, and/or meal per diem, you must create and submit a travel request prior to making any travel arrangements. You can also manage travel requests and cancel any request.

If you are acting as a personal delegate and creating a Travel Request on behalf of another user, you will not have the option to submit the travel request. Delegates may prepare the travel request and then use the Notify feature to alert the traveler when the request is ready to be submitted.

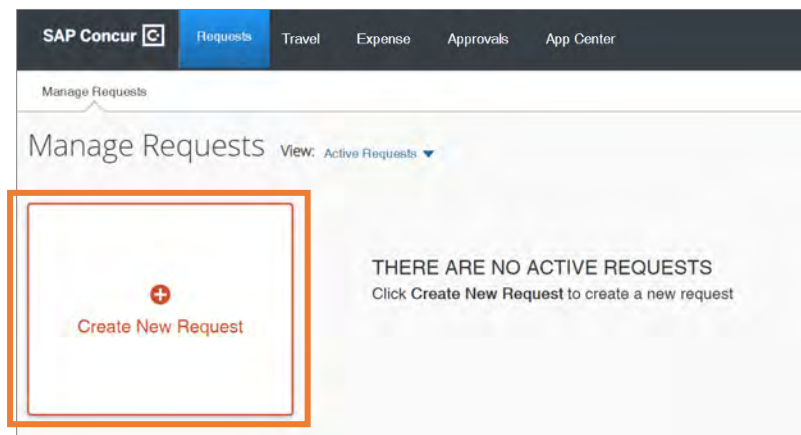
Creating a New Travel Request

Follow these steps to create and submit a travel request:

1. From the Concur home page, click the **Requests** tab.



2. Click the **Create New Request** tile.



3. Enter the required (noted by red asterisks) and necessary optional fields.

[illegible]

Notes:

- The Traveler Type, Business Unit, and Department ID fields will automatically populate based on your ONYEN and user profile.
- It is considered best practice to include the main destination of the trip and the first day of travel for the request name. For example (Nashville, TN – 08/08/2020).

4. Click the **Create** button.

Result: A Request ID number will be generated, and you can add any anticipated travel expenses. The Request ID number replaces the CABS Number when using the Direct-Billing option in Concur Travel or booking directly with the University's travel agency.

SAP Concur

Requests

Travel

Expense

Approvals

App Center

Help

Profile

Manage Requests

MINT Conference \$0.00

Copy Request

Submit Request

Not Submitted

Request ID: 33GC

Request Details

Print/Share

Attachments

EXPECTED EXPENSES

Add

Expense

Receipts

Receipts

No Expected Expenses

Add Expected Expenses to submit Request

Adding Personal Travel (if applicable)

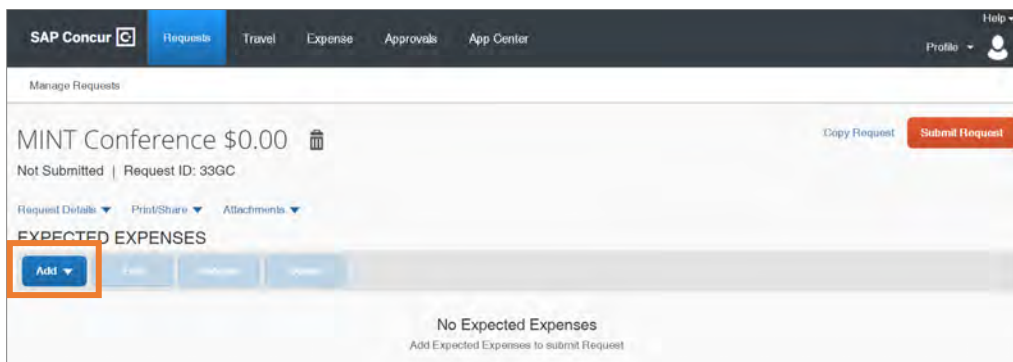
If the travel request will include personal travel it should be documented when creating and submitting the request.

5. Select **Yes**, from the Does this trip include personal travel dropdown.
6. Enter the dates of the personal travel.

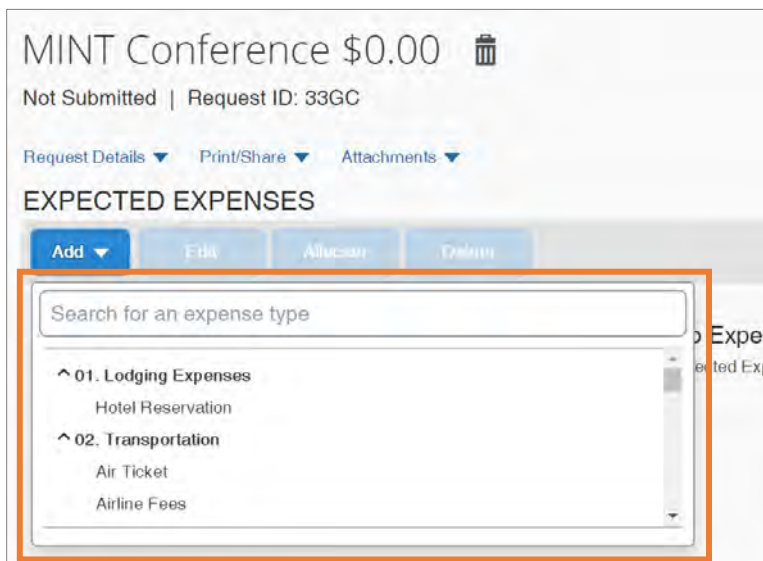
Adding Expenses to a Travel Request

After creating the Travel Request you can add airfare, lodging, or other anticipated expenses. At least one expense must be added to the request before it can be submitted. Follow these steps to add expenses to a travel request:

7. Open the travel request and click the **Add** button.



8. Select the type of expense you need to add.



Adding Lodging Expenses to a Travel Request (if applicable)

If you selected Lodging Expenses from step 8, follow these steps to add anticipated lodging expenses:

9. Enter the required (noted by red asterisks) and necessary optional fields.

Note: If Third Party Lodging is selected as the vendor, you must attach the [Non-Hotel Lodging Authorization Request Form](#) for your department's review and approval.

10. Click the **Save** button.

New Expense: Hotel Reservation

Cancel Save

* Required field

City *
Date: 09/01/2020
At: hh:mm A

Vendor: Search for Vendor
Date: 09/04/2020
At: hh:mm A

Comment:

Estimated Amount *
Currency: US, Dollar

Result: The expense is added to the listing of expected expenses.

MINT Conference \$500.00

Not Submitted | Request ID: 33GC

Request Details Print/Share Attachments

EXPECTED EXPENSES

Add Edit Approve Delete

<input type="checkbox"/> Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00

Estimated Total: \$500.00

Copy Request Submit Request

11. If you need to add another anticipated expense, click the **Add** button. If you are done adding anticipated expenses, click the **Submit Request** button.

Adding Air Ticket Transportation to a Travel Request (if applicable)

If you selected Air Ticket Transportation from step 8, follow these steps to add anticipated travel expenses:

12. Select the **Round Trip** or **One Way** tab.
13. Enter the required (noted by red asterisks) and necessary optional fields.
14. Click the **Save** button.

New Expense: Air Ticket

Round Trip One Way

Outbound

From * To *

Date * Depart at * Comment

Return

Date * Arrive at * Comment

Estimated Amount * Currency

US, Dollar

Result: The expense is added to the list of expected expenses.

MINT Conference \$975.00

Not Submitted | Request ID: 33GC

Request Details Print/Share Attachments

EXPECTED EXPENSES

Add Print Attachments

Expense type	Details	Date	Amount	Requested
Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
Air Ticket	Raleigh (RDU) - Tulsa (TUL) : Round Trip	09/01/2020	\$475.00	\$475.00

Estimated Total: \$975.00

15. If you need to add another anticipated expense, click the **Add** button. If you are done adding anticipated expenses, click the **Submit Request** button.

Adding Daily Allowance as an Expense to a Travel Request (optional)

If you selected Daily Allowance Meals from step 8, the Travel Request must include Federal Funding (or an approved exception). The Federal per diem rates may be utilized in place of the North Carolina per diem Rates. To add the Federal per diem rates, follow the steps below to add “Daily Allowance” to your Travel Request:

16. Enter the required (noted by red asterisks) and necessary optional fields.

Note: The Trip Start Date, Trip End date, and Destination City will automatically be added based on the Request Header. Also, the Estimated Amount will automatically calculate once you click the Save button. The Estimated Amount is pulled in from the current GSA, Department of Defense, or Department of State rates. This amount represents the maximum Daily Allowance which you are eligible to request and will be updated when submitting your Expense Report for reimbursement.

17. Click the **Save** button.

New Expense: Daily Allowance \$0.00
09/01/2020

Cancel Save

Allocate

Request/Trip Start Date * 09/01/2020

Request/Trip End Date * 09/04/2020

Destination City * US ▼ Tulsa, Oklahoma

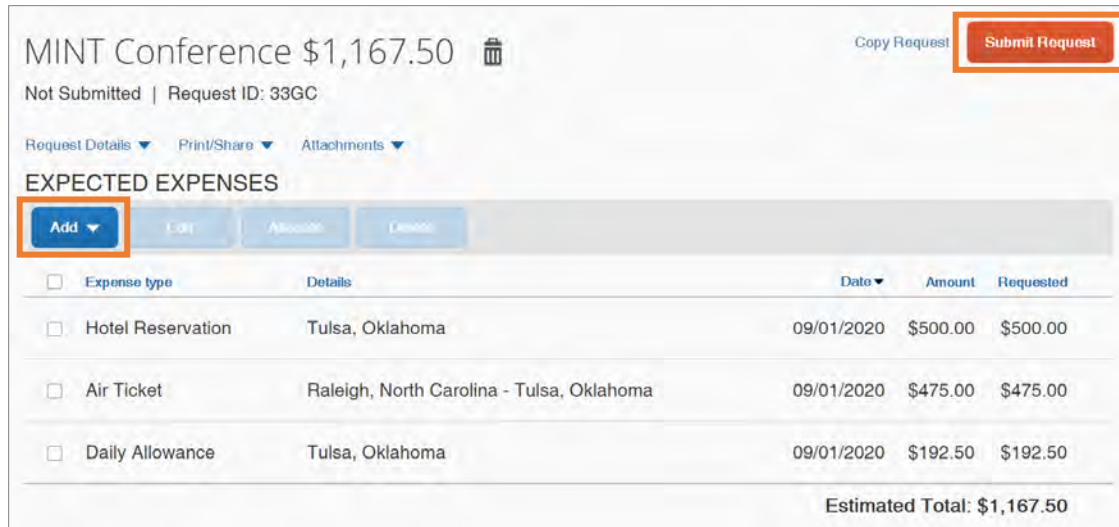
Estimated Amount ?

Currency US, Dollar

Comment

Result: The Daily Allowance is automatically calculated and added as an Expense. The first and last day of travel are calculated at 75% of the day's total allowance (including incidentals) per Federal policy. The expense is added to the listed of expected expenses.

18. If you need to add another anticipated expense, click the **Add** button. If you are done adding anticipated expenses, click the **Submit Request** button.



The screenshot shows a travel request form for a "MINT Conference" with a total amount of \$1,167.50. The status is "Not Submitted" and the request ID is "33GC". There are buttons for "Copy Request" and "Submit Request". Below the header, there are tabs for "Request Details", "Print/Share", and "Attachments". The "EXPECTED EXPENSES" section has an "Add" button highlighted with a red box, along with "Edit", "Allocate", and "Delete" buttons. Below this is a table of expenses:

<input type="checkbox"/>	Expense type	Details	Date	Amount	Requested
<input type="checkbox"/>	Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
<input type="checkbox"/>	Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
<input type="checkbox"/>	Daily Allowance	Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Adding a Travel Cash Advance Request

To request a cash advance, you must include the request when you are creating a travel request. This feature will not automatically be enabled and is typically only available for international travel. Contact the [UNC Travel Office](#) if you believe you need access to Travel Cash Advances. Follow these steps to add a cash advance to a travel request:

1. Follow steps 1 to 8 from [Creating a New Travel Request](#).

2. Click the **Request Details** dropdown link.
3. Click **Add Cash Advance** from the dropdown.

MINT Conference \$1,167.50

Not Submitted | Request ID: 33GL Copy Request Submit Request

Request Details ▼ Print/Share ▼ Attachments ▼

Request

- Edit Request Header
- Request Timeline
- Audit Trail
- Allocation Summary
- Linked Add-ons**
- Add Cash Advance**
- ☐ Air Ticket
- ☐ Daily Allowance

EXPENSES

Allocations Timeline

Details

	Date ▼	Amount	Requested
Tulsa, Oklahoma	08/07/2020	\$500.00	\$500.00
Raleigh, North Carolina - Tulsa, Oklahoma	08/07/2020	\$475.00	\$475.00
Tulsa, Oklahoma	08/07/2020	\$192.50	\$192.50
Estimated Total:		\$1,167.50	

Result: The New Cash Advance popup window will appear.

4. Enter the amount of the cash advance.
5. Click the **Add Cash Advance** button.

New Cash Advance

Cash Advance Amount * Currency * US, Dollar ▼

Cancel **Add Cash Advance**

6. Click the ^ to expand the Alerts section to review the notice.
7. Click the **View** link in the Cash Advances section.

Alerts: 2

REQUEST

NOTICE: Any cash advance made by the University is a loan and the recipient is personally responsible for all monies advanced to them. Cash Advances must be reconciled on the expense report within thirty (30) days of trip completion and any unused portions may be deducted from the recipient's wages via payroll. **APPROVER NOTICE:** This Request includes a Cash Advance. By approving the Request you are also approving the Cash Advance. [View](#)

CASH ADVANCES

Missing required field: Cash Advance Justification [View](#)

MINT Conference \$1,167.50

Not Submitted | Request ID: 33GL Copy Request Submit Request

CASH ADVANCES: 1

Amount
\$500.00
\$500.00

8. In the Cash Advance Justification field, enter the justification for the cash advance request. Please provide as much detail as possible in the justification field.

MINT Conference

10/05/2020

[Cash Advance Timeline](#) [Manage Attachments](#)

Details Expenses

Cash Advance Amount * 500.00 Currency * US, Dollar Request/Trip Start Date 08/07/2020

Request/Trip End Date 08/10/2020 Requested Disbursement Date MM/DD/YYYY

Cash Advance Name MINT Conference

Cash Advance Justification *

Cash Advance Justification

Note: You may click the Quick Help icon next to the Cash Advance Justification field for examples of allowable reasons for a cash advance.

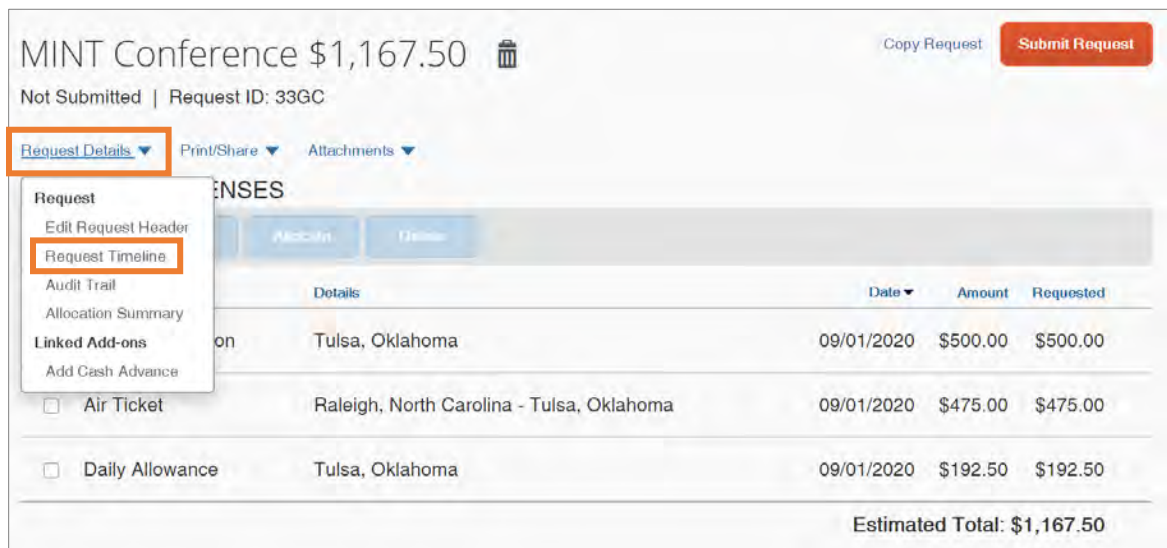
9. Click the **Save** button.


Result: The cash advance has been added to the Travel Request and the alert has been cleared.

Adding Approvers to the Workflow

1. Open the Travel Request if it is not already selected.
2. Click the **Request Details** drop-down link.

3. Select **Request Timeline** from the drop-down options.



MINT Conference \$1,167.50  [Copy Request](#) [Submit Request](#)

Not Submitted | Request ID: 33GC

[Request Details](#) [Print/Share](#) [Attachments](#)

Request

- Edit Request Header
- Request Timeline**
- Audit Trail
- Allocation Summary

Linked Add-ons

- ☐ Add Cash Advance
- ☐ Air Ticket
- ☐ Daily Allowance

	Details	Date	Amount	Requested
on	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
	Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
	Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

4. Click the **Edit** link.



Request Timeline 

MINT Conference | \$1,167.50

Approval Flow [Edit](#)

Request Summary

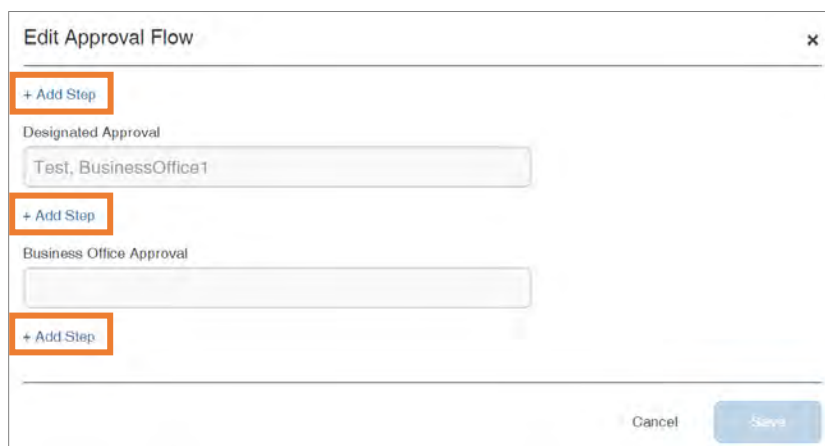
No Summary.
This request has not been submitted


[Add Comment](#)

Designated Approval
Test, BusinessOffice1

Business Office Approval

5. Click the **Add Step** link in the timeline of where you want to add an additional approver to the workflow.



Edit Approval Flow 

[+ Add Step](#)

Designated Approval
Test, BusinessOffice1

[+ Add Step](#)

Business Office Approval

[+ Add Step](#)

[Cancel](#) [Save](#)

Result: A User-Added Approver lookup field will appear.

6. Search for and select the additional approver.

7. Click the **Save** button.

The screenshot shows the 'Edit Approval Flow' window. At the top, there's a '+ Add Step' link. Below it, the 'Designated Approval' field is populated with 'Test, BusinessOffice1'. Another '+ Add Step' link is present. The 'User-Added Approver' section features a dropdown menu with a search bar 'Search by Last Name' and a 'Delete' link. The dropdown menu is open, showing a list of fields: 'Last Name', 'First Name', 'Email Address', 'Login ID', and 'Employee ID'. At the bottom right, the 'Save' button is highlighted with an orange box, and a 'Cancel' button is visible next to it.

Result: The additional approver is added to the Approval Flow.

The screenshot displays the 'Request Timeline' for a 'MINT Conference' valued at '\$1,167.50'. On the left, the 'Approval Flow' is visualized as a vertical sequence of three steps: 'Designated Approval' (Test, BusinessOffice1), 'User-Added Approver' (Spanos, Rebecca), and 'Business Office Approval'. The 'User-Added Approver' step is highlighted with an orange box. On the right, the 'Request Summary' section indicates 'No Summary' and states 'This request has not been submitted'. There is also an 'Add Comment' link.

8. Click the **x** to close the window.

Viewing the Audit Trail

You can view the current status of your approval workflow and actions in the Audit Trail.

Follow these steps to view the Audit Trail:

1. Open the Travel Request if it is not already selected.
2. Click the **Request Details** drop-down link.

3. Select **Audit Trail** from the drop-down options.

The screenshot shows a web interface for a travel request titled "MINT Conference \$1,167.50". The status is "Not Submitted" and the Request ID is "33GC". A dropdown menu labeled "Request Details" is open, showing options: "Request", "Edit Request Header", "Request Timeline", "Audit Trail" (highlighted with an orange box), "Allocation Summary", "Linked Add-ons", and "Add Cash Advance". Below the menu, a table lists expenses with columns for "Details", "Date", "Amount", and "Requested". The table contains three rows of expense data, and the "Estimated Total" is \$1,167.50.

Details	Date	Amount	Requested
Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: The Audit Trail will appear and show Request Level details.

The screenshot shows a window titled "Audit Trail" for the "MINT Conference | \$1,167.50". It displays a table for "Request Level" with columns: "Date/Time", "Updated By", "Action", and "Description". A single record is shown, highlighted with an orange box: "08/03/2020 1:00 PM", "Test, Cortney", "Workflow Step Added", and "Added a workflow step with approver : Spanos, Rebecca". Below the table, it says "Expected Expense Level" and "No Data. There is no data to display."

Date/Time	Updated By	Action	Description
08/03/2020 1:00 PM	Test, Cortney	Workflow Step Added	Added a workflow step with approver : Spanos, Rebecca


4. Click the **x** to close the window.

Adding Attachments to a Travel Request

Some travel will require documentation to be submitted along with a travel request.

Follow these steps to add an attachment to a travel request:

1. Open the Travel Request if it is not already selected.
2. Click the **Attachments** drop-down link.
3. Click **Attach Documents** from the drop-down options.

MINT Conference \$1,167.50  [Copy Request](#) [Submit Request](#)

Not Submitted | Request ID: 33GC

[Request Details](#) [Print/Share](#) [Attachments](#)

EXPECTED EXPENSES [Attach Documents](#)


[Add](#) [Edit](#) [Allocate](#) [Delete](#)

<input type="checkbox"/> Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: A pop-up window will appear for you to add the attachment.

4. Click the **Upload and Attach** link.

Document Upload and Attach 

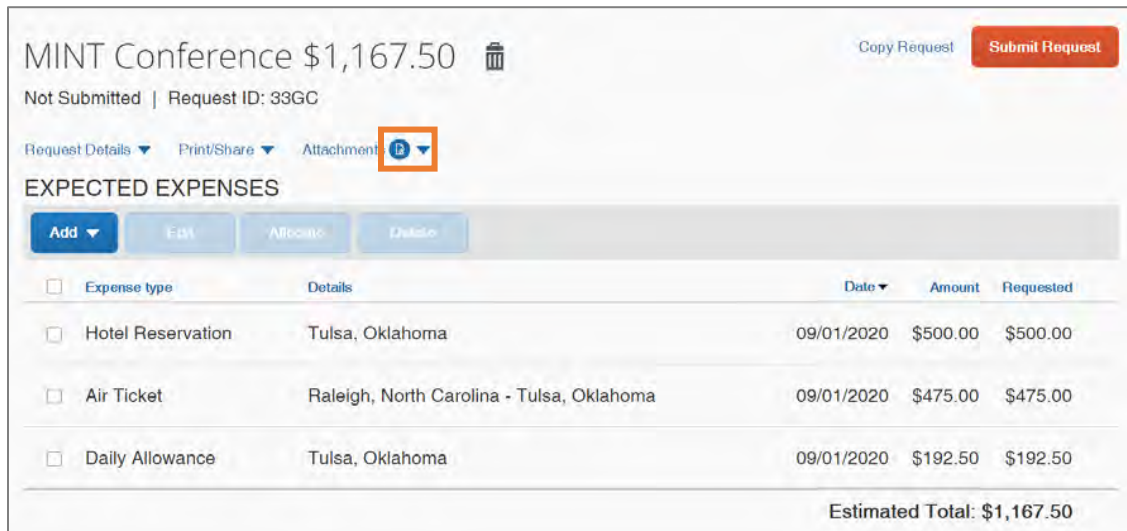
[Upload and Attach](#)


5MB limit per file

[Close](#)


5. Select the file you want to attach.

Result: The attachment will upload and an attachment icon will appear.



MINT Conference \$1,167.50 

Not Submitted | Request ID: 33GC

Request Details ▾ Print/Share ▾ Attachments 

EXPECTED EXPENSES

[Add ▾](#) [Edit](#) [Allocate](#) [Delete](#)

<input type="checkbox"/> Expense type	Details	Date ▾	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Note: Once a document is attached, click on the **Attachments** drop-down link to view, delete, or attachment more documents. If attaching multiple documents, the files will be merged into one and cannot be separated.

7. Creating International Travel Requests

Export Control

When you create a travel request that includes international travel, you may need approval from the Export Control Office. Export Control laws and regulations are complex and carry significant criminal and civil liability for both the traveler and the university. If you have questions as to how or when the regulations apply, please reach out directly to the [Export Control Program](#) or visit our [website](#).

Global Travel

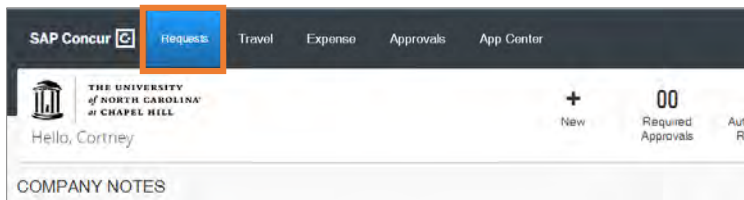
UNC-Chapel Hill Global encourages safe, culturally respectful global travel by University students, faculty, and staff. To make those travels as successful and safe as possible, the University has established travel policies to help protect members of the UNC-Chapel Hill community.

Requirements for international travel are outlined on the University's [Travel and Global Operations for Travel Requirements and Policy](#) webpage. Travel to certain countries may be subject to additional restrictions or review. For guidance on planning your trip, visit the University's [Travel and Global Operations Preparing for International Travel](#) webpage.

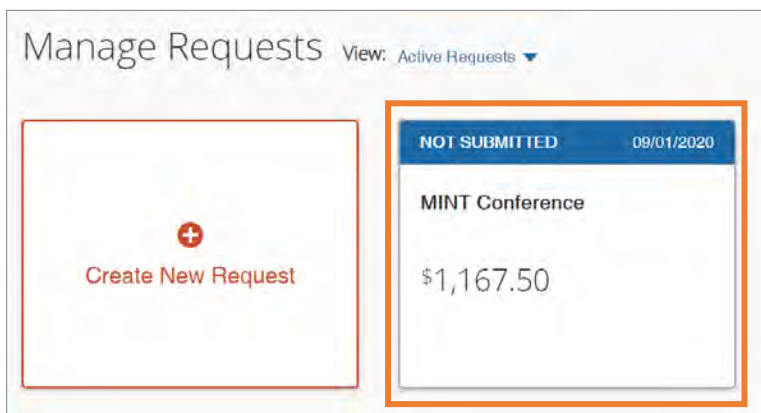
8. Managing a Travel Request

You can make edits and changes to a travel request. Depending on the type of change you are needing to make, follow these steps to manage a travel request:

1. From the Concur home page, click the **Requests** tab.



2. Click the travel request you want to manage.



Result: The detail of the travel request will appear.

Copying a Travel Request

Copying a Travel Request allows you to quickly create the same Travel Request for another trip.

Note: If the original request has attachments, you must attach those documents again to the copied Travel Request. Also, if the original request has workflow modifications, you must adjust the workflow modification to the copied Travel Request. Follow these steps to copy a travel request:

1. Follow steps 1 to 2 from [Managing a Travel Request](#).

2. Click the **Copy Request** link.

MINT Conference \$1,167.50

Not Submitted | Request ID: 33GC

[Request Details](#) [Print/Share](#) [Attachments](#)

EXPECTED EXPENSES

[Add](#) [Edit](#) [Allocate](#) [Unlink](#)

<input type="checkbox"/>	Expense type	Details	Date	Amount	Requested
<input type="checkbox"/>	Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
<input type="checkbox"/>	Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
<input type="checkbox"/>	Daily Allowance	Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: A Copy Request pop-up window will appear.

3. Enter a **New Request Name** for the Travel Request
4. Enter a **Starting Date for New Request** for the copied request, if applicable.
5. Unmark the Expenses checkbox if you do not want the expense(s) from the original Travel Request added. Leave the Expenses checkbox checked, if you want to transfer the original expense(s) to the copied Travel Request.
6. Click the **Create New Request** button.

Copy Request

New Request Name *

Copy of MINT Conference

Starting Date For New Request (Previous Date 09/04/2020) *

08/03/2020

Include:

☒ Expenses

[Cancel](#) [Create New Request](#)

Results:

- The new request is created from the original travel request and you can make any necessary edits prior to submitting the request.
- When the request is saved a new Request ID number is generated. The Request ID number can be used to look up a Request in the Concur system.

MINT Conference (Carolyn) \$1,167.50 [Copy Request](#) [Submit Request](#)

Not Submitted | Request ID: 33GD

[Request Details](#) [Print/Share](#) [Attachments](#)

EXPECTED EXPENSES

[Add](#) [Edit](#) [Allocate](#) [Delete](#)

<input type="checkbox"/> Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh (RDU) - Tulsa (TUL) : Round Trip	08/03/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Editing a Travel Request

You can only edit or delete travel requests that have a status of Not Submitted. Follow these steps to edit a travel request:

Editing Expected Expenses

1. Follow steps 1 to 2 from [Managing a Travel Request](#).
2. Select the travel expense you want to edit.

MINT Conference \$1,167.50 [Copy Request](#) [Submit Request](#)

Not Submitted | Request ID: 33GC

[Request Details](#) [Print/Share](#) [Attachments](#) [ID](#)

EXPECTED EXPENSES

[Add](#) [Edit](#) [Allocate](#) [Delete](#)

<input type="checkbox"/> Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	09/01/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	09/01/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	09/01/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: Details of the expense will appear.

3. Make any necessary edits.

The screenshot shows a 'Hotel Reservation' form with a title bar indicating a reservation for \$500.00. The form includes fields for City (Tulsa, Oklahoma), Date (08/03/2020), At (hh:mm A), Vendor (Marriott Hotels), Date (08/06/2020), At (hh:mm A), Comment, Estimated Amount (500.00), and Currency (US, Dollar). A 'Save' button is visible in the top right corner.

4. Click the **Save** button.

Editing the Request Header

1. Follow steps 1 to 2 from [Managing a Travel Request](#).
2. Click the **Request Details** drop-down link.
3. Click **Edit Request Header** from the drop-down options.

The screenshot shows the 'MINT Conference (Carolyn)' request details page. The title bar indicates a request for \$1,167.50. The page includes a 'Request Details' drop-down menu, which is open, showing options like 'Edit Request Header', 'Request Timeline', 'Audit Trail', 'Allocation Summary', 'Linked Add-ons', and 'Add Cash Advance'. The 'Edit Request Header' option is highlighted. Below the menu, there is a table with columns for Date, Amount, and Requested. The table lists three items: Tulsa, Oklahoma (\$500.00), Raleigh (RDU) - Tulsa (TUL) : Round Trip (\$475.00), and Tulsa, Oklahoma (\$192.50). The estimated total is \$1,167.50.

Date	Amount	Requested
08/03/2020	\$500.00	\$500.00
08/03/2020	\$475.00	\$475.00
08/03/2020	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: Edit Request Header page will appear.

4. Make any necessary edits.

5. Click the **Save** button.

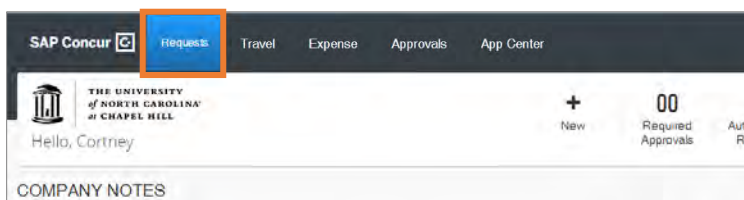
Recalling a Submitted Travel Request

If you have submitted a travel request and need to make edits, you will need to recall the request, then make any necessary edits once the status changes to Not Submitted.

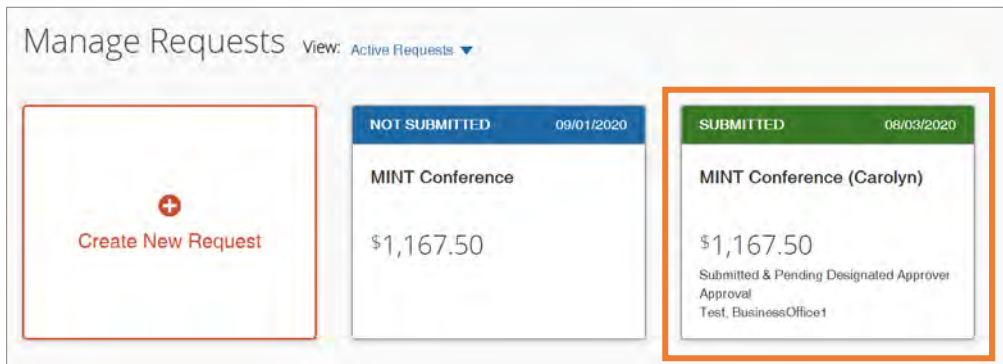
A Request can be recalled as long as it is not fully approved. Once a Request is fully approved, Requests can only be recalled if both the start and end dates are in the future and there is no expense report associated with the Request.

Also, if a Request is recalled during or after the approval process, it will go through the entire workflow approval process again. Follow these steps to recall a submitted travel request:

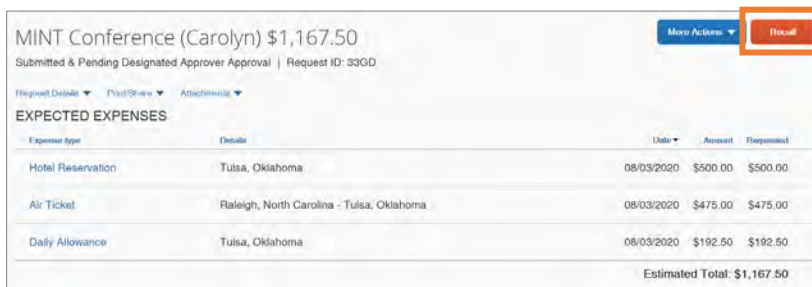
1. From the Concur home page, click the **Requests** tab.



2. Click the travel request you want to recall.

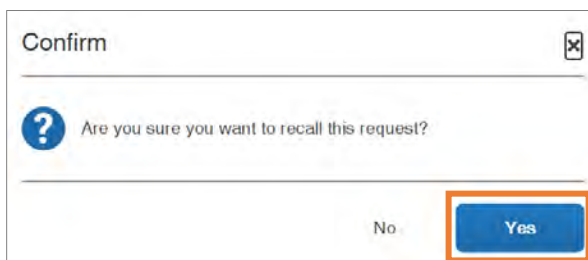


3. Click the **Recall** button.



Result: A confirmation pop-up message will appear.

4. Click the **Yes** button.



Result: The Travel Request is now recalled, can be edited, cancelled, and/or resubmitted. Also, on the Manage Requests page the status of the request has changed from Submitted (green header) to Returned (red header)

The image shows two screenshots from the SAP Concur system. The top screenshot is a detailed view of a travel request titled "MINT Conference (Carolyn) \$1,167.50". It includes a "Sent Back to User" button and a "Request ID: 33GD". Below this is a table of "EXPECTED EXPENSES" with columns for Expense type, Details, Date, Amount, and Requested. The table lists four items: Hotel Reservation, Air Ticket, and Daily Allowance, all for the date 08/03/2020. The estimated total is \$1,167.50. The bottom screenshot is the "Manage Requests" page, showing three request cards. The first card is "Create New Request". The second card is "NOT SUBMITTED" with a date of 09/01/2020. The third card is "RETURNED" with a date of 08/03/2020, and it is highlighted with an orange border. This card shows the request title "MINT Conference (Carolyn)", the amount "\$1,167.50", and the status "Sent Back to User".

Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	08/03/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50
			Estimated Total: \$1,167.50	

Canceling a Travel Request

If a travel request is not going to take place it should be cancelled.

Important: Canceling a request is a permanent action that cannot be reversed.

Follow these steps to cancel a travel request:

1. From the Concur home page, click the **Requests** tab.

The image shows the SAP Concur home page. The "Requests" tab is highlighted with an orange border. The page header includes the SAP Concur logo and navigation tabs: Travel, Expense, Approvals, and App Center. The user's name, "Hello, Cortney", is displayed. The page also shows a "New" button and a "Required Approvals" section.

2. Click the travel request you want to cancel.

Manage Requests View: Active Requests ▼

Create New Request

NOT SUBMITTED 09/01/2020

MINT Conference

\$1,167.50

RETURNED 08/03/2020

MINT Conference (Carolyn)

\$1,167.50

Sent Back to User

3. Click the **More Actions** button.

MINT Conference (Carolyn) \$1,167.50

Sent Back to User | Request ID: 33GD

Request Details ▼ Print/Share ▼ Attachments ▼

EXPECTED EXPENSES

Add ▼ Edit Approve Cancel

<input type="checkbox"/> Expense type	Details	Date ▼	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	08/03/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50
				Estimated Total: \$1,167.50

More Actions ▼ Submit Request

4. Click the **Cancel Request** option from the drop-down.

MINT Conference (Carolyn) \$1,167.50

Sent Back to User | Request ID: 33GD

Request Details ▼ Print/Share ▼ Attachments ▼

EXPECTED EXPENSES

Add ▼ Edit Approve Cancel

<input type="checkbox"/> Expense type	Details	Date ▼	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00
<input type="checkbox"/> Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	08/03/2020	\$475.00	\$475.00
<input type="checkbox"/> Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50
				Estimated Total: \$1,167.50

More Actions ▼ Submit Request

Cancel Request

Copy Request

Result: A confirmation pop-up window will appear.

5. Click the **Yes** button.



A confirmation dialog box titled "Confirm" with a close button in the top right corner. The main text asks, "Are you sure you want to cancel this request?". At the bottom, there are two buttons: "No" and "Yes". The "Yes" button is highlighted with an orange border.

Result: The Travel Request is canceled and is no longer listed as an Active Request.



A screenshot of a travel request details page. At the top, it says "MINT Conference (Carolyn) \$1,167.50". Below this, a status bar shows "Cancelled | Request ID: 33GD" with an orange border around the text. To the right are buttons for "Copy Request" and "Close/Inactivate Request". Below the status bar are tabs for "Request Details", "Print/Share", and "Attachments". The main section is titled "EXPECTED EXPENSES" and contains a table with columns: Expense type, Details, Date, Amount, and Requested.

Expense type	Details	Date	Amount	Requested
Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00
Air Ticket	Raleigh, North Carolina - Tulsa, Oklahoma	08/03/2020	\$475.00	\$475.00
Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50
Estimated Total:				\$1,167.50

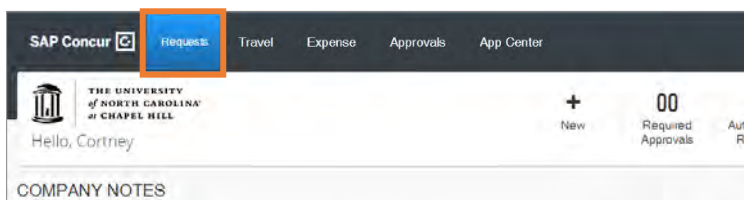
Closing/Inactivating a Travel Request

A travel request can be closed and made inactive. This is different from canceling a request. Closing or making a request inactive should be used to closeout a request when it has been fully expensed but still has a remaining balance.

Important: Closing or making a travel request inactive is a permanent action that cannot be reversed.

Follow these steps to close a request or make it inactive:

1. From the Concur home page, click the **Requests** tab.



A screenshot of the SAP Concur home page. The top navigation bar has tabs for "Requests", "Travel", "Expense", "Approvals", and "App Center". The "Requests" tab is highlighted with an orange border. Below the navigation bar, there is a header section with the University of North Carolina logo and the text "Hello, Cortney". To the right of the header are buttons for "New", "Required Approvals", and "Auth Re". Below the header is a section titled "COMPANY NOTES".

2. Click the travel request you want to close and make inactive.

3. Click the **More Actions** drop-down button.
4. Click **Close/Inactive Request** from the drop-down options.

ATD Conference \$489.40
Approved | Request ID: 33GF

Request Details | Print/Share | Attachments

EXPECTED EXPENSES

Expense type	Details	Date	Amount	Requested
Conference/Seminar Fees		08/04/2020	\$450.00	\$450.00
In-State Per Diem		08/04/2020	\$39.40	\$39.40

Estimated Total: \$489.40

Result: A confirmation pop-up message will appear.

5. Click the **OK** button.

Confirm

? You are about to permanently close/inactivate this request. This will release any amounts associated with the request that are not linked to a submitted report and remove it from the list of available requests to assign to an expense report.

Cancel OK

Result: The Travel Request is closed, made inactive, and is no longer listed as an Active Request.

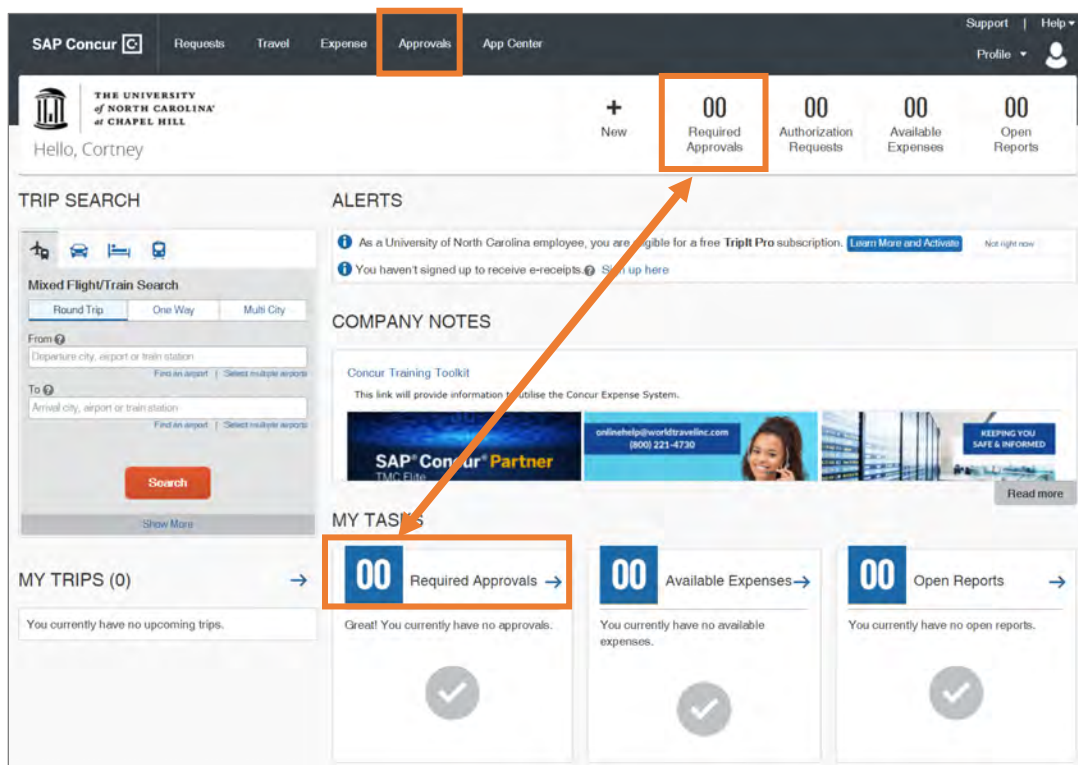
9. Reviewing and Approving Travel Requests

If you are given the role of an approver in Concur, you will receive an email notification when travel requests are submitted by a user. Approval delegates may also receive email notifications and be able to preview or approve reports, depending on their assigned permissions. To approve requests, you must log in to the Concur system.

Approving a Travel Request

Follow these steps to approve a travel request:

1. From the Concur home page, click the **Approvals** tab or one of the **Required Approvals** tiles.



Result: You will be brought to the Approvals page.

- Click the **Requests** tab if you are not immediately brought to that tab.

Approvals

08
Requests

07
Expense Reports

Requests

	Request Type	Request Name	Request ID	Employee	Request Dates	Date Submitted	Total
<input type="checkbox"/>	Travel	MINT Conference	33CE	Cortney, Test	08/03/2020 08/06/2020	08/03/2020	\$1,167.50
<input type="checkbox"/>	Travel	ATD Conference	33EY	Collette, Test	05/19/2020 05/22/2020	05/08/2020	\$250.00
<input type="checkbox"/>	Travel	RS OSR Int'l #1	33AL	Admin, Test	03/29/2020 03/30/2020	07/09/2020	\$0.01
<input type="checkbox"/>	Travel	RS OSR D-\$5K #12	33AW	Admin, Test	03/29/2020 03/30/2020	03/07/2020	\$5,001.00
<input type="checkbox"/>	Travel	RS OSR Int'l #4	33AY	Admin, Test	03/29/2020 03/30/2020	03/07/2020	\$0.01
<input type="checkbox"/>	Travel	RS OSR Allocation #5	33DL	Admin, Test	03/29/2020 03/31/2020	03/16/2020	\$5,001.00
<input type="checkbox"/>	Travel	MS Test OSR Int'l - No Stop	33B4	Admin, Test	03/02/2020 03/06/2020	02/26/2020	\$50.00
<input type="checkbox"/>	Travel	High Risk Travel Test	33TP	Admin, Test	02/23/2020 02/29/2020	03/04/2020	\$5,000.00

Result: You will see a listing of the travel requests that are pending your approval.

- Click on the **Request Name** link to review the details of the travel request.
- Review the Travel Request.

Important: Review all elements of the Request carefully including cash advances, third-party lodging requests, personal travel, etc. Approval of the Request signifies your approval of all elements of the Request.

Notes:

- If you need to allocate anticipated expenses, mark the designated checkbox by the expense, then click the Allocate button. For more details on how to allocate an expense view the [Allocating Expenses](#) section. Department Approvers may want to allocate anticipated expenses so that the correct approvers are incorporated into the approval workflow.
- Allocations created on the Travel Request will copy over the accompanying Expense Report and may be updated as needed.

5. Click the **Approve** button.

Expense type	Details	Date	Amount	Requested	Approved
Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00	\$500.00
Air Ticket	Raleigh (RDU) - Tulsa (TUL) : Round Trip	08/03/2020	\$475.00	\$475.00	\$475.00
Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: The UNC-Approver Submit Agreement pop-up message appears.

6. Click the **Accept & Continue** button.

*UNC-Approver Submit Agreement:

By clicking the 'Accept' button, I acknowledge that I have examined this request and certify that it is necessary, proper, and in compliance with The University of North Carolina at Chapel Hill's policies. If I am a budget owner/approver, I further confirm that funds will be available to cover the estimated expenses for this authorized travel.

Cancel Accept & Continue

Result: The Travel Request is approved, and it will no longer be shown on your list of Approvals.

Sending a Travel Request Back to a User

If you have reviewed a travel request and find that you need to send it back to the user for further edits you can send the travel request back. Also, the submitter of the request may ask that you send it back for edits as well. Follow these steps to send a travel request back to a user:

1. Follow steps 1 to 3 from [Approving a Travel Request](#).
2. Click the **More Actions** button.

3. Click **Send Back to Employee** from the drop-down options.

MINT Conference \$1,167.50
Submitted & Pending Designated Approver Approval | Request ID: 33GG

Request Details ▾ Print/Share ▾

EXPECTED EXPENSES

Add ▾ Edit Approvals Details

<input type="checkbox"/>	Expense type	Details	Date ▾	Amount	Requested	Approved
<input type="checkbox"/>	Hotel Reservation	Tulsa, Oklahoma	08/04/2020	\$500.00	\$500.00	\$500.00
<input type="checkbox"/>	Air Ticket	Raleigh (RDU) - Tulsa (TUL) : Round Trip	08/04/2020	\$475.00	\$475.00	\$475.00
<input type="checkbox"/>	Daily Allowance	Tulsa, Oklahoma	08/04/2020	\$192.50	\$192.50	\$192.50

Estimated Total: \$1,167.50

More Actions ▾ Approve
Edit Approval Flow
Send Back to Employee

Result: A Send Back to Employee pop-up message appears.

4. Enter your comments, explaining why you are returning the request.
5. Click the **Send Back** button.

Send Back to Employee x

Comment History

No comments.

Add Comment

Reason for Sending Back the Request*

Cancel Send Back

Result: The Travel Request is sent back to the users and it will no longer be shown on your list of Approvals.

Adding an Additional User or Business Officer for Approval

Follow these steps to add an additional user or business officer for approval:

1. Follow steps 1 to 3 from [Approving a Travel Request](#).
2. Click the **More Actions** button.

3. Click **Edit Approval Flow** from the drop-down options.

MINT Conference \$1,167.50
Submitted & Pending Designated Approver Approval | Request ID: 33GG

Request Details ▼ Print/Share ▼

EXPECTED EXPENSES

More Actions ▼ Approve

Edit Approval Flow
Send Back to Employee

Expense type	Details	Date	Amount	Requested	Approved
Hotel Reservation	Tulsa, Oklahoma	08/04/2020	\$500.00	\$500.00	\$500.00
Air Ticket	Raleigh (RDU) - Tulsa (TUL) : Round Trip	08/04/2020	\$475.00	\$475.00	\$475.00
Daily Allowance	Tulsa, Oklahoma	08/04/2020	\$192.50	\$192.50	\$192.50

Estimated Total: \$1,167.50

Result: The Edit Approval Flow pop-up window appears.

4. Click the **Add Step** link in the timeline where you want to add an additional approver to the workflow.

Edit Approval Flow

Designated Approval
Test, BusinessOffice1

+ Add Step

Business Office Approval

+ Add Step

Cancel Save

Result: A User-Added Approver lookup field will appear.

5. Search for and select the additional approver in the User-Added Approver field.
6. Click the **Save** button.

Edit Approval Flow

Designated Approval
Test, BusinessOffice1

+ Add Step

User-Added Approver
Search by Last Name Delete

+ Add Step

Business Office Approval

+ Add Step

Cancel Save

Result: The additional approver is added to the Approval Flow.

10. Making Reservations & Booking Travel

Booking a Trip on Concur Travel is similar to how you would book a personal trip online. The Concur Travel element of the system allows users to book travel that can include Flight/Train, Rental Car, and/or Hotel. Users of the system can book travel themselves as the Traveler or utilize a designated Travel Assistant/Arranger to make the booking and travel reservations.

Booking a Flight

If a Traveler needs to make reservations for a trip that includes a flight/train, the booking process will always begin with booking a flight/train, regardless if lodging, and car rental are needed as well. You will have the opportunity to specify that you need a car and/or hotel on the Flight/Train tab. Follow these steps to book a flight/train:

1. From the Concur Homepage, click the **Travel** tab.
Result: by default, the Flight/Train tab option will be selected.
2. Select one of the following:
 - **Round Trip**
 - **One Way**
 - **Multi City**

TRIP SEARCH

Mixed Flight/Train Search

Round Trip One Way Multi City

From Departure city, airport or train station
[Find an airport](#) [Select multiple airports](#)

To Arrival city, airport or train station
[Find an airport](#) [Select multiple airports](#)

Search

Show More

3. In the **From** and **To** fields, enter the cities for travel.
Note: When you enter a city, airport name, or airport code, the system will automatically search for a match. You can also use the Find an airport link or Select multiple airport links as needed.
4. In the **Depart** and **Return** fields, select the appropriate dates and times.
5. If you need a hotel and/or car rental mark the **Pick-up/Drop-off car at airport** and/or **Find a Hotel**. Otherwise, continue to the next step.
6. Click the **Search** button.

The screenshot shows a 'TRIP SEARCH' form. At the top, there are four icons: a plane, a car, a bed, and a train. Below these is the section 'Mixed Flight/Train Search' with three tabs: 'Round Trip' (selected), 'One Way', and 'Multi City'. The 'From' field contains 'RDU - Raleigh/Durham Airport - Raleigh/Durham, NC' with a 'Find an airport' link and a 'Select multiple airports' link. The 'To' field contains 'LAX - Los Angeles Intl Airport - Los Angeles, CA' with similar links. The 'Depart' field shows the date '04/19/2021', a 'depart' dropdown, the time '09:00 am', and a time zone dropdown '± 2'. The 'Return' field shows the date '04/23/2021', a 'depart' dropdown, the time '05:00 pm', and a time zone dropdown '± 2'. Below these are two checkboxes: 'Pick-up/Drop-off car at airport' and 'Find a Hotel'. At the bottom, there are dropdowns for 'Class' (set to 'Economy class') and 'Search by' (set to 'Price'), and a checkbox for 'Specify a carrier'. A large red 'Search' button is at the bottom right. Orange boxes highlight the 'From', 'To', 'Depart', 'Return', and 'Search' areas.

Result: A pop-up window to review Basic Economy Fares information will appear and a listing of reservations options.

7. Review the Basic Economy Fares information.
8. Click the **Ok** button.

Purchase of Basic Economy Fares are discouraged for the following reasons:

- NO Changes or refunds after the ticket is purchased
- NO seat assignments until check-in
- NO paid or elite status upgrades or priority boarding
- NO (or reduced) Frequent Flier or elite qualifying mileage credit
- May not be allowed a full-size carryon bag on board

You can review more details and fare rules by clicking "Show all details" next to each flight result to expand the section, and then by clicking the "Benefits/Services" link for each fare option listed.

OK

- Click the **View Fares** button next to the preferred itinerary to view available booking options.

Shop by FaresShop by Schedule

Flight Number Search

Sorted By: Price - Low to High

Displaying: 82 out of 82 results.

LIVE HELP online

American Airlines

09:03a RDU → 07:08p LAX 2 CLT/DFW 13h 05m

01:29p LAX → 11:56p RDU 1 stop CLT 7h 27m

\$320.11

View Fares

Preferred Airline for University of North Carolina

Show all details

- Click the **blue fare button** that shows the amount of the fare to proceed.

Result: The Review and Reserve Flight page will appear.

American Airlines

09:03a RDU → 07:08p LAX 2 CLT/DFW 13h 05m

01:29p LAX → 11:56p RDU 1 stop CLT 7h 27m

\$320.11

Hide Fares

Preferred Airline for University of North Carolina

Hide all details

DEPART Mon, Apr 19 - Raleigh/Durham, NC to Los Angeles, CA / 2 layovers (CLT, DFW)

RETURN Fri, Apr 23 - Los Angeles, CA to Raleigh/Durham, NC / 1h 08m layover in Charlotte, NC

Fare Options

Free Checked Bags

Refundable

Main Cabin (S, S, S, N, N)

View: American Airlines

No

\$320.11

Main Cabin Flexible (M, M, M, L, L)

View: American Airlines

Yes

\$621.00

View more fares

Apollo

Important: Fare that is flagged as "Out-of-Policy" can be booked. When selected the system will present the user with an Out-of-Policy pop-up window. Users

must then select the reason this “out-of-policy” fare is being selected.

Simultaneously, the system will maintain historical data of “in-policy” bookings that were available at the time as well.

Result: The Review and Reserve Flight page will appear.

11. Click the **Select a Seat** links in the Select Seats section to select your seat for departure and returning flights.

SELECT SEATS		
Select your preferred seats, otherwise Concur will request them for you based on your Profile.		
Flight		Seat
AA 1906	Main Cabin Flexible (M)	Select a seat
AA 665	Main Cabin Flexible (M)	Select a seat
AA 969	Main Cabin Flexible (M)	Select a seat
AA 1925	Main Cabin Flexible (L)	Select a seat
AA 494	Main Cabin Flexible (L)	Select a seat

12. Select a **Payment Method**.

13. Click the **Reserve flight and Continue** button.

SELECT A METHOD OF PAYMENT	
How would you like to pay?	
<div>Please choose a credit card. </div>	Add credit card
* Indicates credit card is a company card	
By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy .	
Back	Reserve Flight and Continue

Result: The system reserves the flight and Travel Details page appears noting that the flight has been secured.

14. **Adding a Car:** If you marked the box Pick-up/Drop-off car at airport from step 5 the rental car search results will appear. Review the section, [Booking a Rental Car](#), for instructions on how to secure a car rental.

Adding a Hotel: If you marked the box Find a Hotel from step 5, hotel search results will appear. Review the section, [Booking a Hotel](#), for instructions on how to add hotel lodging.

15. Review the Total Estimated Cost and other itinerary information for your travel itinerary on the Travel Details page and make any necessary changes.
16. Click the **Next** button at the bottom of the page.

TOTAL ESTIMATED COST	
Air	View Fare Rules
Airfare quoted amount:	\$533.30 USD
Taxes and fees:	\$87.70 USD
Total Estimated Cost:	\$621.00 USD
TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.	

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next >>](#) [Cancel Trip](#)

Note: If your trip does not include a car rental or hotel reservations a pop-up message will appear. Click the OK button.

17. Enter the **Trip Name**, **Trip Description**, and the **Concur Request ID number** associated with the travel.

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name	Trip Description (optional)
This will appear in your upcoming trip list.	Used to identify the trip purpose
<input type="text" value="Trip from Raleigh/Durham to Los Angeles"/>	<input type="text"/>

Concur Request ID (Required)

18. Click the **Next** button.

Result: The Trip Confirmation page will appear.

19. Click the **Purchase Ticket** button to confirm the itinerary.

TOTAL ESTIMATED COST	
Air	View Fare Rules
Airfare quoted amount:	\$533.30 USD
Taxes and fees:	\$87.70 USD
Total Estimated Cost:	\$621.00 USD
TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.	

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Purchase Ticket>>](#) [Cancel Trip](#)

Result: The Finished page will appear stating that you have successfully booked your trip.

Booking a Rental Car

1. Complete one of the following:
 - If your travel does not require airfare and you only need to request a car rental, click the **Car** icon.

Or

 - If you marked the check box Pick-up/Drop Off Car at airport from step five in Booking a Flight continue to step 6.
2. Enter your **Pick-up and Drop-off dates and times**.
3. In the Pick-up car at section select one of the following:
 - Select **Airport Terminal** and enter the City or the Airport Code.

Or

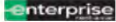
 - Select **Off-Airport** and enter, or search for the location.
4. Mark the check box **Return car to another location** if the Drop-off location will be different from the Pick-Up location and select the appropriate location.
5. Click the **Search** button.

The screenshot shows a web interface for booking a car rental. At the top, there are four icons: a plane, a car, a bed, and a train. The car icon is highlighted with an orange box. Below these icons is a section titled "Car Search". Inside this section, there are two rows of date and time pickers. The first row is for "Pick-up date" and the second for "Drop-off date", both with a time dropdown set to "12:00 pm". These two rows are grouped by an orange box. Below the date pickers is a section titled "Pick-up car at" with two radio buttons: "Airport Terminal" (which is selected) and "Off-Airport". Below the radio buttons is a text input field with the placeholder "Please enter an airport." This entire section is also highlighted with an orange box. Below the input field is a checkbox labeled "Return car to another location" which is currently unchecked. Below the checkbox is a link that says "More Search Options". At the bottom of the form is a large orange button labeled "Search", which is also highlighted with an orange box.

Result: Search results will appear, and you have the option to filter the search results.

6. Select the **blue fare button** for the car you want to rent.

Displaying: 9 out of 112 results. ?



Intermediate Car - \$34.75 per day (Apollo)

Automatic transmission
Unlimited miles, Pick-up: Terminal: RDU
Adults: 4, Large bags: 1, Small bags: 2**
(Corporate rate)

Total cost*

\$202.03

Preferred Car Vendor for University of North Carolina / E-Receipt Enabled ?

[Location details](#)

Result: The Review and Reserve Car page will appear.

7. Provide any rental car preferences and driver information, as necessary.

Note: In the Travel Details section, you can print/email the itinerary, change, or cancel the reservation.

8. Click the **Reserve Car and Continue** button.

Review and Reserve Car

REVIEW RENTAL CAR
Enterprise Car Rental Location Details

Type	Pick-up	Drop-off
Intermediate Car	Airport Terminal	Airport Terminal
Features	RDU: Raleigh/Durham 12:00 pm Mon, 04/19/2021	RDU: Raleigh/Durham 12:00 pm Fri, 04/23/2021

PROVIDE RENTAL CAR PREFERENCES
Your preferences and comments will be passed to the rental car agency.
Comments (20 character max)

(or, Reserve early pick-up (1 item))

ENTER DRIVER INFORMATION
Ensure the name below matches the ID, you have with you on the day of pick-up. ?

Driver
Name: William TestA Noyen Phone: 444-333-5555 Email:
[Edit](#) [Review all](#)

Rental Car Agency Program [Add a Program](#)

REVIEW PRICE SUMMARY

Description	Daily Rate	Dates	Total
Enterprise Car Rental	\$34.75	Apr 19 - Apr 23	\$202.03*
Total Estimated Cost:			\$202.03
Total Due Now:			\$0.00**

* Rental provider's estimated amount. Exact fees unknown. Does not include additional fees incurred during time of travel.
** Remaining amount due at rental location.

[Back](#) [Reserve Car and Continue](#)

Result: The Travel Details Page will appear.

9. Click the **Next** button.

Result: The Trip Booking Information page will appear.

10. Enter a **Trip Name**, **Trip Description**, and the **Concur Request ID** number associated with the travel.

11. Click the **Next** button.

Result: The Trip Confirmation page will appear.

12. Review the trip details.

13. Click the **Confirm Booking** button.

Result: The Finished page will appear stating that you have successfully booked your trip.

Booking a Hotel

1. Complete one of the following:

- If your travel does not require airfare and you only need to request hotel lodging, click the **Hotel** icon.
- Or
- If you marked the check box, **Find a Hotel** from step five in Booking a Flight continue to step 4.

2. Enter the **Check-in** and **Check-out Dates**.

3. Enter the search radius.

Note: You can choose to search near an airport, an address, or near another location.

4. Click the **Search** button.

Hotel Search

Check-in Date: Check-out Date:

Search within 5 miles from

☐ Airport
☐ Company Location
☐ Address
☒ Reference Point / Zip Code

Reference Point / Zip Code
(e.g. "Statue of Liberty", "90210" or "Alexandria, VA")

☐ Only show results showing:

Search

5. If applicable, review the Hotel Per Diem Locations page. Then click the **Next** button.

Result: The Search results will appear, and you have the option to filter and or sort the search results.

6. Review the search results:

- Click the **hotel picture** to see more images.
- Click **Hotel Details** to see contact information, street address, cancellation policy and information about the facility.
- Click **View Rooms** to see available room options and rates, amenities, and rules for cancellation policy.

7. Click the **View Rooms** button next to the hotel you want to select.

CHECK-IN MON, APR 19 - CHECK-OUT FRI, APR 23

Hide Map: Print / Email

Company Preferred Accommodation

Los Angeles

Looking For: Hotel for Los Angeles - Los Angeles County \$102.00

Sorted By: Price - Low to High

Displaying: 100 out of 100 results. Previous 1 2 3 4 Next / All

1. Sonesta Los Angeles Airport LAX
5805 W Century Blvd, Los Angeles, CA 90045-5477 Map it \$507
1.11 miles ★★★★★

2. Sheraton Gateway Los Angeles Hotel
6101 W Century Blvd, Los Angeles, CA 90045 Map it
1.02 miles ★★★★★

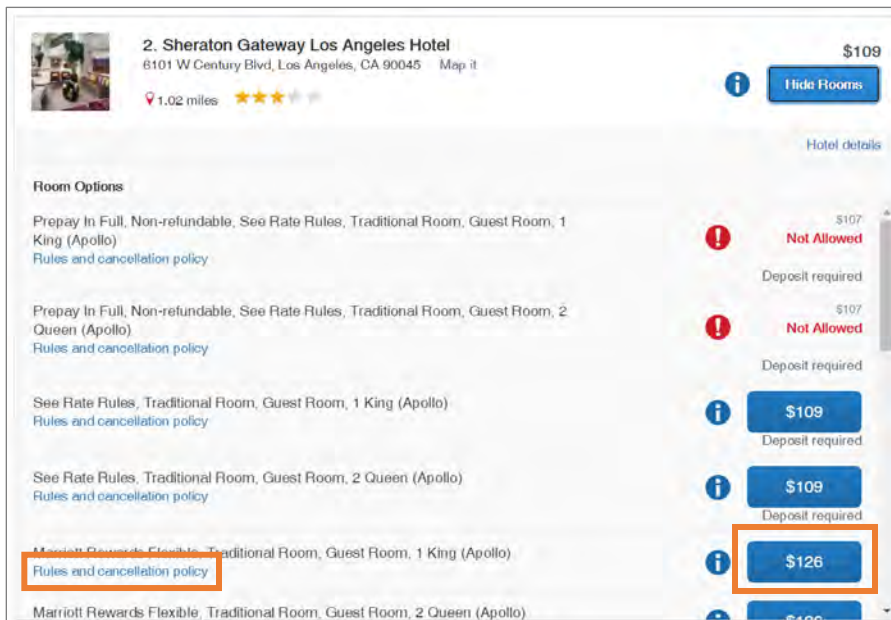
View Rooms

Result: The Review and Reserve Hotel page appears.

8. Review the hotel rate rules and cancellation policies.

Note: Room Options marked with a red exclamation point icon cannot be booked due to University Travel guidelines and/or policy.

9. Select the **blue hotel rental fee** button for the room you want to rent.



Result: The Review and Reserve Hotel page appears.

9. Provide any hotel room preferences, if applicable.
10. Select the **Method of Payment**.
11. Mark the check box to accept the rate details and cancellation policy.
12. Click the **Reserve Hotel and Continue** button.

Result: The Travel Details page appears.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Please choose a credit card. [Add credit card](#)

* Indicates credit card is a company card

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

Sheraton Gateway Los Angeles Hotel

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

TOTAL RATE: 606.22 USD
EXTRA PERSON: AFTER 2 PEOPLE - 20.00 USD PER EXTRA PERSON PER NIGHT
RATE CHANGES OVER DURATION OF STAY

☐ I agree to the hotel's rate rules, restrictions, and cancellation policy

[Back](#) [Reserve Hotel and Continue](#)

13. Enter a **Trip Name**, **Trip Description**, and the **Concur Request Id** number associated with the travel.

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name
This will appear in your upcoming trip list.
CardHotel Reservation

Trip Description (optional)
Used to identify the trip purpose.

Concur Request ID (Required)

14. Click the **Next** button.
15. Click the **Confirm Booking** button.
- Result:** The Trip Confirmation page appears.
16. Review the details of the trip and make any changes if necessary.
17. Click the Confirm Booking button.

Result: The Finished page will appear stating that you have successfully booked your trip.

Booking Travel as an Assistant

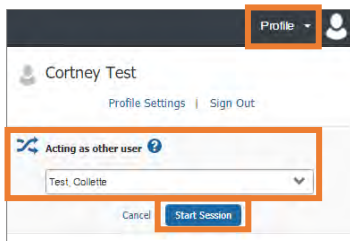
As an Assistant the Travel Arranger View makes it easy for you to manage travel for travelers. If you have been assigned to work as a Travel Assistant, your Traveler will define which task(s) you can complete:

Follow these steps to book travel as a Travel Assistant:

1. Follow steps 1 to 5, from section *Acting as a Travel Assistant*.

Result: You are acting on behalf of the selected Traveler and can begin booking trips as if you were the Traveler yourself.

2. Click the **Start Session** button.



3. Click on the **Travel** tab.

Result: Now you can begin booking travel on the Traveler's behalf, just as if you were booking travel for yourself.

Changing or Canceling a Trip

Flight changes may be available for Travelers that include a single carrier. Also, if the trip has been booked or ticketed, but has not occurred, you can change the time or date of the trip.

To cancel an entire trip, follow these steps:

1. Click the **Travel** tab on the Concur homepage.
2. Click the **Trip Library** tab.

Result: A listing of upcoming trips will appear.

3. Click the **Cancel Trip** link next to the trip you want to cancel.

Travel Trip Library Templates Tools

Trip Library

Search Trip Names: Dates To User: ☒ Booking Dates ☐ Travel Dates Date Range: 10/13/2020 04/13/2021 ☐ Include withdrawn trips

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Trip from Raleigh/Durham to Louisville (PDN4QCN) This is a Concur trip in progress. You have not completed the travel wizard. Please complete this trip or cancel it.	In progress-unfinished reservation	04/13/2021	07/12/2021	07/15/2021	<input type="button" value="Cancel Trip"/>
Car Reservation at RALEIGH/DURHAM (PYWRFN) This is a Concur trip in progress. You have not completed the travel wizard. Please complete this trip or cancel it.	In progress-unfinished reservation	04/13/2021	04/19/2021	04/23/2021	<input type="button" value="Cancel Trip"/>
Trip from Raleigh/Durham to Los Angeles (PS2J3K) This is a Concur trip in progress. You have not completed the travel wizard. Please complete this trip or cancel it.	In progress-unfinished reservation	04/13/2021	04/19/2021	04/23/2021	<input type="button" value="Cancel Trip"/>

Manage your trip details in one place.

Result: A Cancel Trip pop-up message will appear.

- Click the **Ok** button on the pop-up message.

Cancel Trip

WARNING: You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hotel reservations made when you contacted the hotel directly.

If you have any questions, please contact your travel agent.

If you are SURE that you want to withdraw this request then please click OK. Otherwise, click CANCEL.

If you have any comments you would like to add (for reporting only), please type them below and click OK.

Result: A confirmation message will appear stating that the trip has been successfully cancelled.

Note: If you are unable to change or cancel your Concur World Travel reservation, contact your World Travel, Inc agent for assistance.

11. Understanding Receipts

Most expenses will require a receipt. The Concur system will alert you when a required receipt is missing and when a Missing Receipt Declaration is not allowed. You can review [Policy 1503.1 – Procedure for Travel Advances and Reimbursements](#) to learn more. Receipts can be uploaded and attached to reports. Below are the various methods of submitting transaction information and receipt data into the Concur System:

Method	Where the receipt/transaction will appear in Concur
Airfare Direct Bill	Airfare Direct Billing transactions appear in the Available Expenses section.
Concur Mobile App	Receipts that are captured using the Concur Mobile App are automatically uploaded to the system and appear in the Available Receipts section.
Direct Upload	Receipts that are directly uploaded to the system appear in the Available Receipts section. Note: You can also directly upload receipts when creating an expense report.
E-Receipts	E-Receipts provided by TripLink appear in the Available Expenses section.
Email Receipts	Emailed receipts appear in the Available Receipts section.
T&E Card	T&E Card transactions appear in the Available Expenses section.

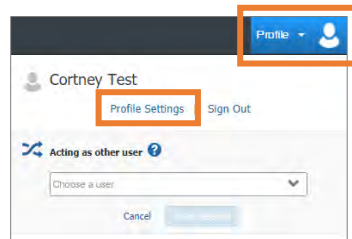
Enabling E-Receipts

E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor. Also, you must opt-in from your profile before e-receipts can be activated. Once activated, eligible transactions will appear in the Available Expenses section, the same way that T&E Cards transactions appear.

Important: Some vendors may require additional paperwork before they can send e-receipt data.

Follow these steps to enable and activate e-receipts:

1. From the Concur home page complete either of the following:
 - a. Click the **Sign up here** link.
 - or
 - a. Click the **Profile** link.
 - b. Click the **Profile Settings** link.

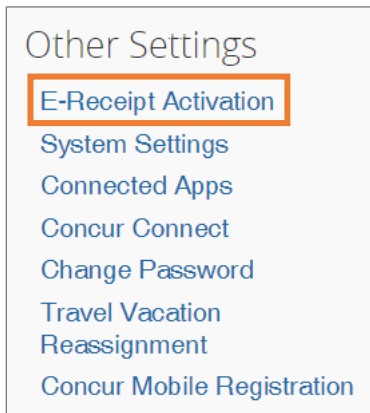


Result: You will be directed to the Profile Options page.

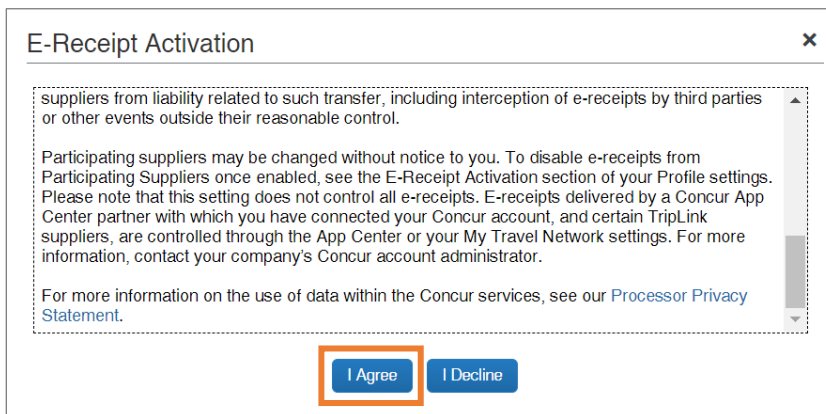
- c. Select **E-Receipts Activation** (in the Other Settings section on the left-side menu).

Result: The E-Receipt Activation appears.

2. Click the **E-Receipt Activation** link.



Result: The E-Receipt Activation and User Agreement appears.



3. Click the **I Agree** button.

Result: The E-Receipts confirmation appears.

Note: Once you have accepted the user agreement, your T&E Card will be opted in as well (if applicable).

Emailing Receipts

If the user has verified their email address with the Concur system, they have the ability to email receipts to receipts@concur.com. When receipts are emailed to the designated address, the receipt(s) will automatically upload to the Available Receipts section of the user's profile. Email receipts are listed the same way that receipts that are captured using the Mobile App.

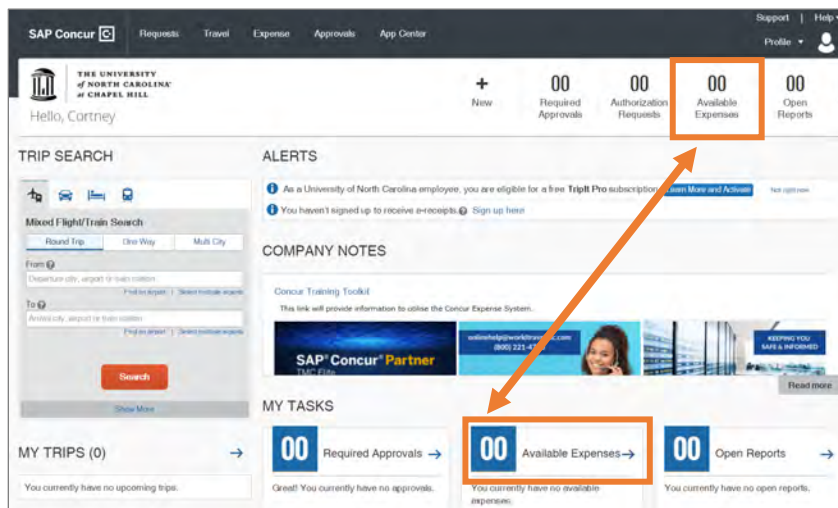
Uploading Receipts to Available Receipts

Users can choose to upload receipt images directly to the system in a supported format and view them in Available Receipts. These images are then available to that user (only) for the purpose of attaching to expense report entries.

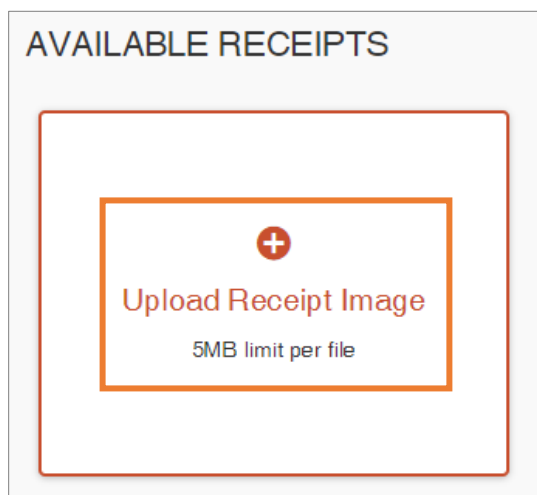
Users may also upload receipts using the Concur Mobile App. These receipts are uploaded to the Concur system automatically and can be viewed in Available Receipts. Then you can attach the receipt images at the line item expense entry level (only).

Follow these steps to upload a receipt into your available receipts:

1. Open the Manage Expense page by clicking on the **Available Expenses** tab or tile.



2. Click the **Upload Receipt Image** tile in the Available Receipts section.

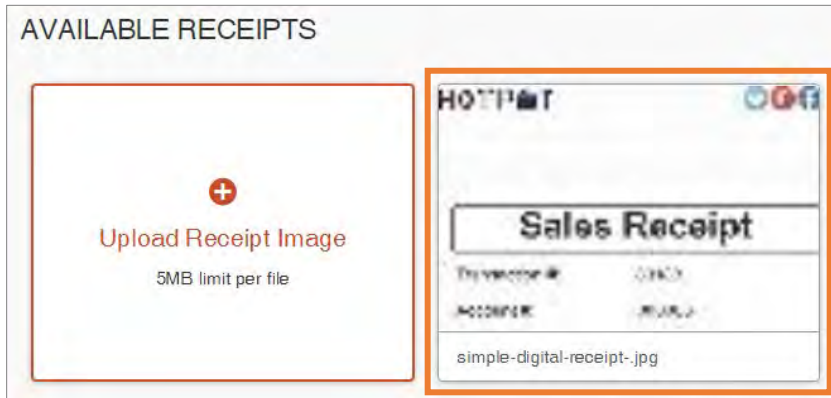


Result: A pop-up window will appear for you to select the receipt to upload.

Note: The system accepts file attachments in PDF, JPG, HTML, TIF or TIFF formats.

3. Select the file to be uploaded. (These steps will vary depending on your devices operating system.)

Result: The image of the receipt will appear.



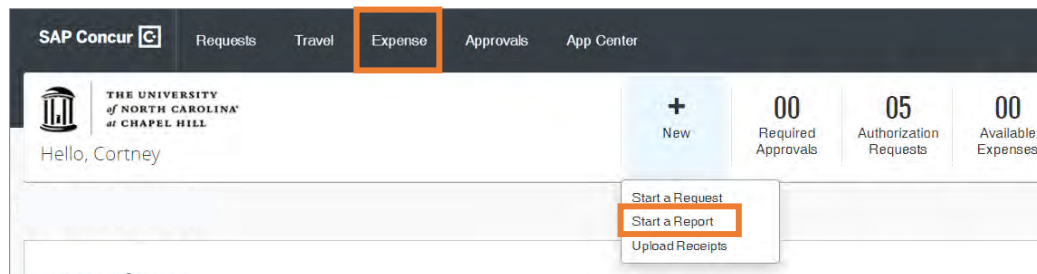
12. Creating Expense Reports

Expense Reports are used to verify allowable transactions and expenses related to your travel or business entertainment expenses. In addition, it is used to reconcile T&E Card transactions, generate reimbursements, and charge correct chartfield strings.

Creating a New Expense Report without a Travel Request

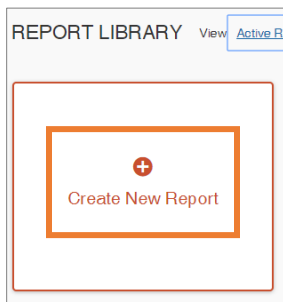
Follow these steps to create a new expense report without a travel request:

1. From the Concur home page complete the following:
 - a. On the Concur home page, place your mouse pointer over **New** on the Quick Task Bar.
 - b. Click the **Start a Report** link.or
Click the **Expense** tab.



Result: The Manage Expenses page will appear.

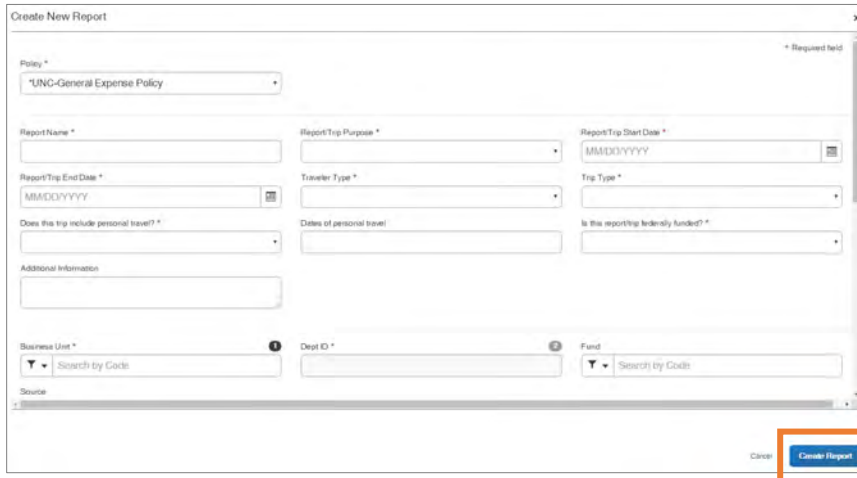
2. Click the **Create New Report** tile in the Report Library section.



3. On the Create a New Report page, complete all required (noted by red asterisks) and optional fields as needed.

Note: For non-overnight travel, it is considered best practice to include the business purpose of the expense report for the Report Name. For example (July, 2020 Mileage).

4. Click the **Create Report** button.

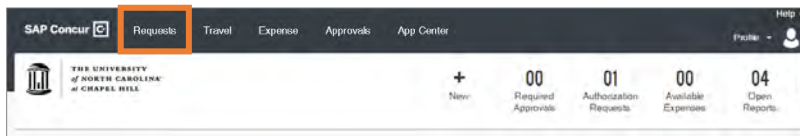


5. Then continue to follow the steps noted in the [Adding Expenses to an Expense Report](#) chapter.

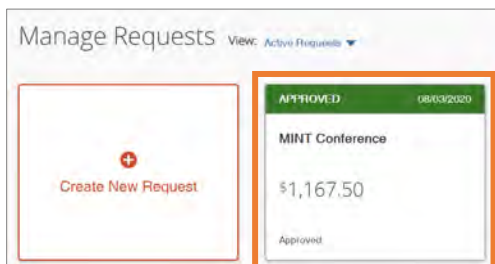
Creating a New Expense Report from a Travel Request

You can create an expense report from an approved travel request. Follow these steps to create a new expense report from a travel request:

1. Open the Active Requests page by clicking on the **Requests** tab.



2. Select the Travel Request you want to create an expense report for.



3. Click the **Create Expense Report** button.

MINT Conference \$1,167.50

Approved | Request ID: 33GE

Request Details | Print/Share | Attachments

EXPECTED EXPENSES

Expense type	Details	Date	Amount	Requested
Hotel Reservation	Tulsa, Oklahoma	08/03/2020	\$500.00	\$500.00
Air Ticket	Raleigh (RDU) - Tulsa (TUL) : Round Trip	08/03/2020	\$475.00	\$475.00
Daily Allowance	Tulsa, Oklahoma	08/03/2020	\$192.50	\$192.50
Estimated Total: \$1,167.50				

Result: All Report Details of the approved Travel Request will populate on the Expense Report.

MINT Conference \$0.00

Not Submitted

Report Details | Print/Share | Manage Receipts | Travel Allowance

REQUEST
Approved
\$1,167.50

Add Expense | Edit | Delete | Copy | Allocate | Combine Expenses | Move to

No Expenses
Add expenses to this report to submit for reimbursement.

4. Then continue to follow the steps noted in the [Adding Expenses to an Expense Report](#) chapter.

Copying an Expense Report

You can copy an entire expense report to create a new expense report. Follow these steps to copy an expense report as a new expense report:

1. Open the Manage Expenses page by clicking on the **Expense** tab.

SAP Concur

Requests | Travel | **Expense** | Approvals | App Center

THE UNIVERSITY OF NORTH CAROLINA at CHAPEL HILL

+ New

00 Request Approvals

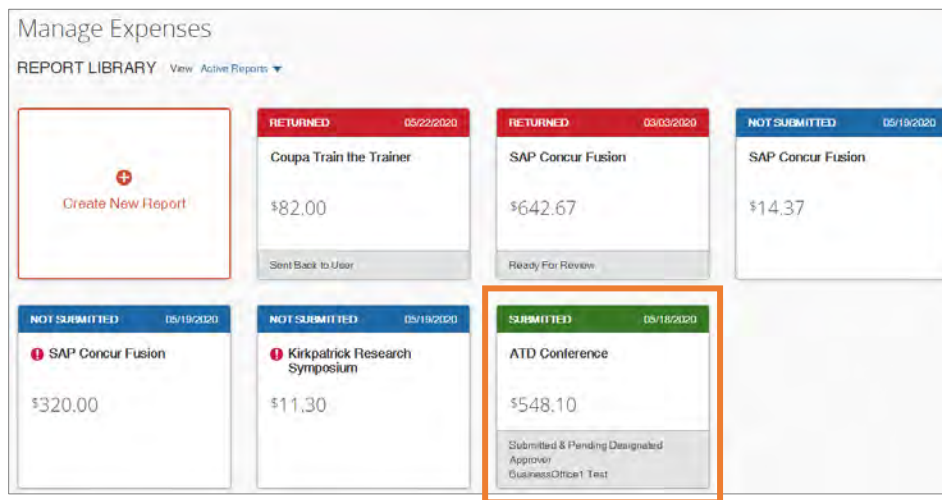
01 Authorization Requests

00 Available Expenses

04 Open Reports

Result: The Manage Expenses page will appear.

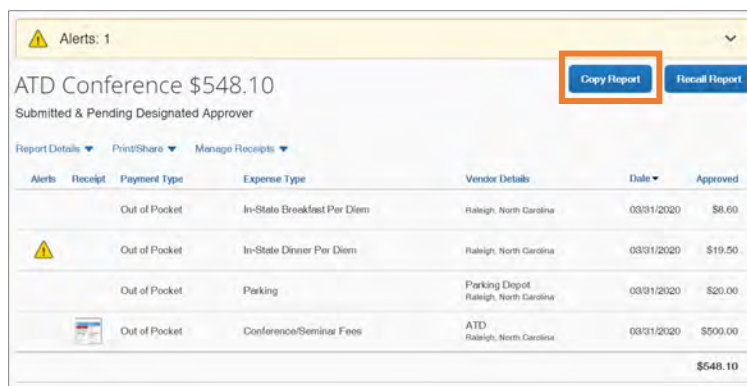
- Click on the expense report you want to copy.



The screenshot shows the 'Manage Expenses' interface with a 'REPORT LIBRARY' section. It contains several report cards. The 'ATD Conference' report, which is 'SUBMITTED' on 05/18/2020 for \$548.10, is highlighted with an orange border. Other reports include 'Coupa Train the Trainer' (\$82.00), 'SAP Concur Fusion' (\$642.67), 'SAP Concur Fusion' (\$14.37), 'SAP Concur Fusion' (\$320.00), and 'Kirkpatrick Research Symposium' (\$11.30).

Result: The selected expense report will appear.

- Click the **Copy Report** button.

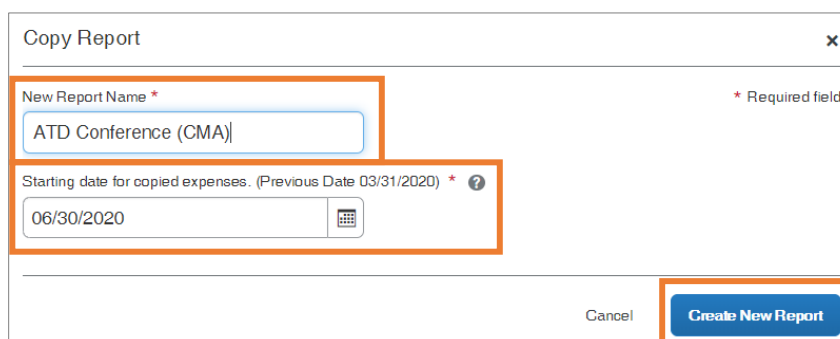


The screenshot shows the details of the 'ATD Conference' report for \$548.10. It is 'Submitted & Pending Designated Approver'. A 'Copy Report' button is highlighted with an orange border. Below the report details is a table of expenses:

Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Approved
		Out of Pocket	In-State Breakfast Per Diem	Raleigh, North Carolina	03/31/2020	\$8.60
		Out of Pocket	In-State Dinner Per Diem	Raleigh, North Carolina	03/31/2020	\$19.50
		Out of Pocket	Parking	Parking Depot, Raleigh, North Carolina	03/31/2020	\$20.00
		Out of Pocket	Conference/Seminar Fees	ATD, Raleigh, North Carolina	03/31/2020	\$500.00
						\$548.10

Result: The Copy Report popup window will appear.

- Enter a new name for the report in the **New Report Name** field.
- Enter the starting date for the report in the **Starting date for copied expenses** field.
- Click the **Create New Report** button.



The screenshot shows the 'Copy Report' popup window. It has a title bar 'Copy Report' with a close button. The 'New Report Name' field is highlighted with an orange border and contains 'ATD Conference (CMA)'. The 'Starting date for copied expenses' field is also highlighted with an orange border and contains '06/30/2020'. A 'Create New Report' button is highlighted with an orange border at the bottom right.

Result: The new expense report has been created. It can then be edited, saved, or submitted.

Manage Expenses

Alerts: 2

ATD Conference (CMA) \$548.10

Copy Report

Submit Report

Not Submitted

Report Details Print Share Manage Receipts Travel Allowance

Add Expense

View

Details

Copy

Message

Combine Expenses

More Actions

<input type="checkbox"/>	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>			Out of Pocket	In-State Breakfast Per Diem	Raleigh, North Carolina	06/30/2020	\$8.60
<input type="checkbox"/>			Out of Pocket	In-State Dinner Per Diem	Raleigh, North Carolina	06/30/2020	\$19.50
<input type="checkbox"/>			Out of Pocket	Parking	Parking Depot Raleigh, North Carolina	06/30/2020	\$20.00
<input type="checkbox"/>			Out of Pocket	Conference/Seminar Fees	ATD Raleigh, North Carolina	06/30/2020	\$500.00
							\$548.10

13. Adding Expenses to an Expense Report

Adding Available Expense Transactions

On the Concur home page, you can view a list of unassigned T&E card transactions, Airfare Direct Bill transactions, and E-Receipts in the Available Expenses section. Also, for Available Expenses, some of the expense types may automatically populate based on the merchant or transaction type. These transactions must be reviewed and edited as necessary to ensure the correct account code is assigned and the correct expense form is completed.

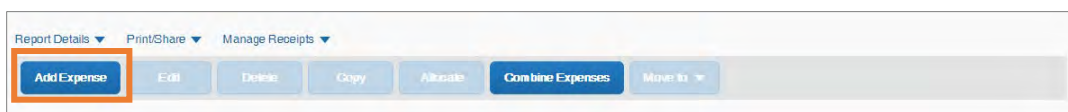
Note: The payment type for T&E Card transactions and Airfare Direct Bill transactions will automatically be assigned and cannot be changed.

When using your T&E Card for purchases in a foreign currency, Bank of America will assess an International Transaction Fee. These fees will appear as separate transactions under Available Expenses and should be included on the same Expense report as the T&E Card expenses which they are related to. No receipt is required when reconciling the expense.

From an open expense report

Follow these steps to add available transactions within an open report:

1. Click the **Add Expense** button.



2. From the Available Expenses tab, select the check box(es) for the appropriate expenses you want to assign to the current expense report.

<input type="checkbox"/>	Payment Type	Expense Type	Vendor Details	Date	Amount
<input type="checkbox"/>			Courtyard	02/23/2018	\$605.41
<input type="checkbox"/>			Avis	02/23/2018	\$527.82
<input type="checkbox"/>			Courtyard	01/12/2018	\$1,389.93
<input type="checkbox"/>			Avis	01/12/2018	\$588.78
<input type="checkbox"/>	American Express	Taxi	Uber	11/17/2017	\$24.00
<input type="checkbox"/>	American Express	Office Supplies	Staples	11/16/2017	\$68.23
<input type="checkbox"/>	Out of Pocket	Hotel	Wyndham Hotels	08/02/2017	\$682.00

3. Click the **Add to Report** button.

From the Available Expense section

Expenses listed in the Available Expense section can be added to an existing expense report or used to create a new expense report. Follow these steps to assign transactions to a report from the Available Expenses section:

1. Click the **Available Expenses** tile in the My Task section of the Home page.

MY TASKS

00 Open Requests
You currently have no active requests.

80 Available Expenses →

01 Open Reports →

- 07/05 Toll and Bridge Fees \$51.83
- 07/05 INSURANCE RENT-A-CAR \$628.49
- 07/05 Airports, Airport Terminals \$88.05
- 07/04 BICA HOTELS \$1,242.79
- 07/04 Transportation Services, Not els \$88.78

2. From the Available Expenses section (you might need to scroll down) mark the checkbox next to the Available Expense(s) you want to add to an existing expense report or new report.
3. Click the **Move to** button.

4. Select the Expense Report you want to add the Available Expense(s) to or select New Report to create a new report.

The screenshot shows the 'Manage Expenses' interface. At the top, there's a 'REPORT LIBRARY' section with a 'View Active Reports' dropdown. Below this, there are three report cards: 'NOT SUBMITTED' (06/09/2020) for 'Hotel T&E Test' with an amount of \$3,286.53; 'SUBMITTED' (06/09/2020) for 'Processor Manager Test' with an amount of \$15.00; and 'SUBMITTED' (05/28/2020) for 'MS Add Approver WF' with an amount of \$24.00. A 'Create New Report' button is highlighted with a red box. Below the reports, it says 'Displayed reports: 3, Total: 3'. The 'AVAILABLE EXPENSES' section has a 'View All Expenses' dropdown. A table lists expenses with columns for Receipt, Payment Type, Vendor Details, Date, and Amount. Two rows are visible: 'TEST University Card' for 'Airports, Airport Terminals Wilmington, Delaware' on 07/05/2020 for \$88.05, and 'TEST University Card' for 'INSURANCE RENT-A-CAR Wilmington, Delaware' on 07/05/2020 for \$628.49. A 'Move to' dropdown menu is open, showing 'Hotel T&E Test' and 'New Report' options. The 'New Report' option is highlighted with an orange box. The 'Receipt' column has checkboxes, with the first two rows checked.

- Result:** Depending on the action you select; one of two results will occur:
- a. If you selected an existing report, the report opens, and the Available Expense transaction is added to the report.
 - b. If you selected **New Report**, the Create New Report page appears. Enter the report information as usual.

Adding Out-of-Pocket Expenses

Follow these steps to add out-of-pocket expenses to a report:

1. From the open report, click the **Add Expense** button.

The screenshot shows the 'Report Details' toolbar. It includes buttons for 'Report Details', 'Print/Share', 'Manage Receipts', 'Add Expense', 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'. The 'Add Expense' button is highlighted with an orange box.

2. Click the **Create New Expense** tab.

3. Search for or select the appropriate expense type from the list.

0 Available Expenses

Create New Expense

Search for an expense type

^ Recently Used

- In-State Dinner Per Diem
- Parking
- In-State Breakfast Per Diem
- Conference/Seminar Fees
- Food & Beverage \$ or less
- ^01. Lodging Expenses
 - Hotel
 - Laundry
- ^02. Transportation

Result: The New Expense page appears displaying the required and optional fields for the selected expense type. The Expense Type field, Traveler Type, Trip Type, and Report/Trip Purpose are all automatically populated on the New Expense page.

4. Complete the required (noted by red asterisks) and optional fields.
5. Select **Out of Pocket**, from the Payment Type dropdown menu.
6. Click the **Attach Receipt Image** icon to upload and/or attach the receipt.

New Expense

Cancel Save Expense

Details Itemization

Allocate

Expense Type * Parking

Transaction Date * MM/DD/YYYY

Traveler Type * Faculty/Staff

Trip Type * Out of State

Report/Trip Purpose * Conference

Additional Information:

Enter Vendor Name

City of Purchase

Payment Type * PLEASE SELECT PAYMENT TYPE

3rd Party Reimbursement Paid to?

Amount * Currency * US Dollar

☐ Personal Expense (do not reimburse)

Comment

Save Expense Save and Add Another Cancel

Attach Receipt Image

Note: If the expense requires itemization, click the Itemization tab.

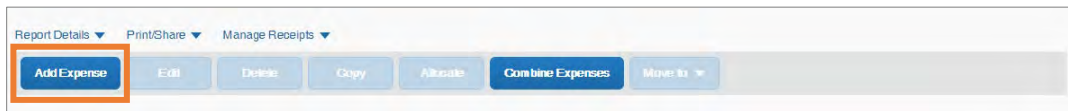
7. Click the **Save Expense** button.

Adding P-Card, Purchase Order, Voucher Paid, and Third-Party Expenses

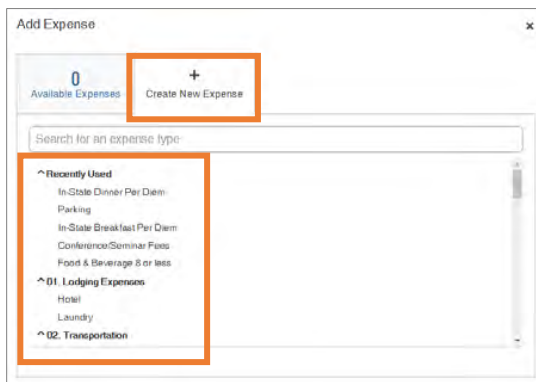
Transactions paid by P-Card, Purchase Order, Voucher, or by a Third-Party are not required for Expense Report processing. However, it is a recommended best-practice to include these transactions so that your Expense Report provides a complete view of all costs associated with a trip.

Follow these steps to add expenses paid by P-Card, Purchase Order, Voucher, or a Third-Party to a report:

1. From the open report, click the **Add Expense** button.



2. Click the **Create New Expense** tab.
3. Search for or select the appropriate expense type from the list.



Result: The New Expense page appears displaying the required and optional fields for the selected expense type.

4. Complete the required (noted by red asterisks) and optional fields.
5. Select one of the following, from the Payment Type dropdown menu.
 - **Paid by 3rd Party**
 - **University paid by PCard**
 - **University paid by Purchase Order**
 - **University paid by Voucher**

6. Click the **Attach Receipt Image** icon to upload and attach the receipt.

Note: If the expense requires itemization, click the Itemization tab.

7. Click the **Save Expense** button.

Adding Personal Meal Expenses for Reimbursement

All personal meals must be paid for out-of-pocket by the traveler. University travelers are only eligible for reimbursement of meals when they make an overnight trip. Partial day reimbursement is possible when the partial day is the day of departure or return for a trip, but it must be in conjunction with an overnight trip taken. No excess reimbursement will be allowed for meals unless there is a documented exception in place, or the meals were for out-of-country travel.

University travelers may claim reimbursement for the following meals, if:

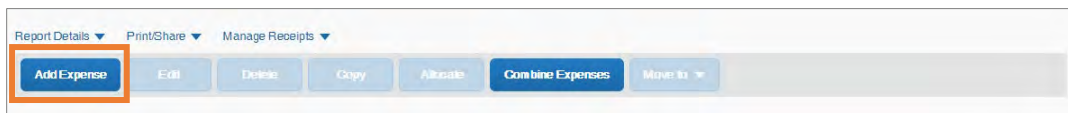
- **Breakfast** - depart duty station prior to 6 a.m.
- **Lunch** - depart duty station prior to Noon (day of departure) or return to duty station after 2:00 p.m. (day of return).
- **Dinner** - depart duty station prior to 5:00 p.m. (day of departure) or return to duty station after 8:00 p.m. (day of return).

Note: You must enter the departure and return time on the first and last day of travel, respectively.

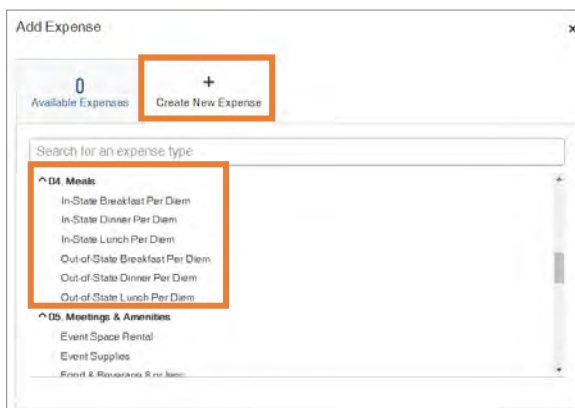
Adding North Carolina Per Diem Expenses

Travel that includes personal meals in accordance with the North Carolina per diem rates does not require receipts for documentation. Follow these steps to add a personal meal expense for travel using North Carolina per diems:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



3. Click the **Create New Expense** tab.
4. Select the appropriate 04. Meals expense type from the list.



- Complete the required (noted by red asterisks) and necessary optional fields, leaving the Amount field empty.

The screenshot shows the 'New Expense' form with the 'Details' tab selected. A red box highlights the 'Expense Type' field, which is set to 'In-State Lunch Per Diem'. Other fields include 'Report Trip Start Date' (05/12/2020), 'Report Trip End Date' (05/12/2020), 'Transaction Date' (MM/DD/YYYY), 'Traveler Type' (Faculty/Staff), 'Trip Type' (In-State), 'Report Trip Purpose' (Conference), 'Time of Departure/Return', 'Enter Vendor Name', 'City of Purchase', 'Payment Type' (PLEASE SELECT PAYMENT TYPE), '3rd Party Reimbursement Paid to?' (None Selected), 'Amount', and 'Currency' (US Dollar). A red asterisk indicates a required field. A red box also highlights the 'Attach Receipt Image' button in the 'Attachments' tab.

Notes:

- The Time of Departure/Return field is only required for the first and last day of travel. Also, the Start Date and End Dates are automatically retrieved from the Report Header.
 - The amount of the per diem will automatically populate in the Amount field based on the Expense Type selected. This amount cannot be changed.
- Click the **Save Expense** button.

Result: The expense will be saved and amount of the per diem will be populated.

Note: To copy a per diem expense, follow the steps noted in the [Copying an Expense](#) in the [Adding Expenses to Expense Reports](#) chapter.

Adding a Daily Allowance Expense (Federal per diem rates)

When traveling and using federal funds, the Concur system can incorporate the federal per diem rates based on the destination as well as departure and return dates of travel.

- International** - When traveling Outside of the Contiguous United States (OCONUS), Concur will utilize the rates set by the Department of State. These

rates can be found on the US Department of State's [Foreign Per Diem Rates](#) webpage.

- **Domestic** - When traveling within the Continental United States (CONUS), Concur will utilize the rates set by the US General Services Administration (GSA). These rates can be found on the US GSA's [Per Diem Rates](#) webpage.
- **Other** - When traveling to Hawaii, Alaska, or US Territories and Possessions, Concur will utilize the rates set by the Department of Defense. These rates can be found on the [Department of Defense Travel Management](#) office webpage.

The maximum allowable amount will be calculated for the Daily Allowance based on the location and dates of travel. However, the first and last day of travel of the Daily Allowance will be calculated at 75% of the day's total (including incidentals).

Follow these steps to add a daily allowance expense:

1. Open an expense report or create a new expense report.
2. Click the **Travel Allowance** dropdown link.
3. Click **Manage Travel Allowance** from the dropdown menu.

MINT Conference \$0.00 🗑️

Not Submitted

Report Details ▼ Print/Share ▼ Manage Receipts ▼ **Travel Allowance ▼**

Manage Travel Allowance

REQUEST

Approved
\$1,167.50

Add Expense Edit Delete Copy Allocate Combine Expenses More Actions

No Expenses

Add expenses to this report to submit for reimbursement.

Result: The Available Itineraries wizard appears.

4. Select an itinerary from the Available Itineraries section.
5. Click the **Assign** button.

Note: If no itineraries exist, click the **Previous** button to create a new itinerary and follow the steps below to create a new itinerary. Then continue to step 5.

The screenshot displays the 'Travel Allowances For Report: MINT Conference' application. At the top, there are three tabs: 'Create New Itinerary', 'Available Itineraries' (which is active), and 'Expenses & Adjustments'. Below the tabs, there are two main sections. The first section, 'Assigned Itineraries', contains a table with columns: 'Departure City', 'Date and Time', 'Arrival City', 'Date and Time', and 'Arrival Rate Location'. Below the table, it states 'No Assigned Itineraries Found'. The second section, 'Available Itineraries', also contains a table with the same columns and states 'No Available Itineraries Found'. An orange box highlights the 'Available Itineraries' section header and its dropdown menu. Another orange box highlights the 'Previous' button at the bottom right of the interface.

Follow these steps to create a new itinerary:

- a. Enter the following in the designated and required (as noted by red bars) fields of the New Itinerary Stop section:
 - departure city
 - departure date and time
 - arrival city
 - arrival date and time
- b. Click the **Save** button.

Travel Allowances For Report: Coupa Train the Trainer

Itinerary Info

Itinerary Name: Coupa Train the Trainer Selection: USGSA

Add Stop

No Itinerary Rows Found

New Itinerary Stop

Departure City

Date Time

Arrival City

Arrival Time

Save

Go to Single Day Breakdown Next Cancel

Result: The stop will be added to the list on the screen and the New Itinerary Stop section will be refreshed to add another stop. The departure and arrival cities will automatically be populated but reversed from what was previously entered.

- c. Enter the following in the designated fields of the New Itinerary Stop section:
 - departure date and time,
 - arrival city (if this needs to be updated to a different destination),
 - arrival date and time.
- d. Click the **Save** button.
- e. Click the **Next** button.

Travel Allowances For Report: Coupa Train the Trainer

Itinerary Info

Itinerary Name: Coupa Train the Trainer Selection: USGSA

Add Stop

No Itinerary Rows Found

New Itinerary Stop

Departure City

Date Time

Arrival City

Arrival Time

Save

Go to Single Day Breakdown Next Cancel

Note: Itineraries many contain multiple destinations. Repeat steps 6 to 8 as necessary to list the complete itinerary and ensure the proper per diem rates are being provided based on the destination.

6. Click the **Next** button.

Travel Allowances For Report: Coupa Train the Trainer

Create New Itinerary Available Itineraries Expenses & Adjustments

Assigned Itineraries

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Coupa Train the Trainer				
Chapel Hill, North Carolina	05/01/2020 05:00 AM	Charlotte, North Carolina	05/01/2020 07:00 AM	MECKLENBURG COUNTY, US-NC, US
Charlotte, North Carolina	05/02/2020 05:00 PM	Chapel Hill, North Carolina	05/03/2020 07:00 PM	ORANGE COUNTY, US-NC, US

Available Itineraries

Current Itineraries

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
No Available Itineraries Found				

< Previous Next >

7. Once your itineraries appear mark the check boxes of when a meal was provided for each day.

Note: If all meals are provided, the calculation will still reimburse the appropriate incidental rate for that day. However, if you wish to exclude an entire day, including incidentals, check the box to the far left under “Exclude”. If no meals were provided do not mark any of the checkboxes.

Travel Allowances For Report: Coupa Train the Trainer

Create New Itinerary Available Itineraries Expenses & Adjustments

Show Dates From 05/01/2020 To 05/03/2020 Go

Exclude: ☒ All

Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
05/01/2020 Charlotte, North Carolina	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$67.00
05/02/2020 Charlotte, North Carolina	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$41.00
05/03/2020 Charlotte, North Carolina	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$27.00

< Previous Create Expenses Cancel

Result: The allowance will automatically calculate the per diem for reimbursement.

Note: Daily Allowance will automatically calculate the first and last day of travel at 75% of the day's total allowance (including incidentals) per Federal guidelines.

8. Click the **Create Expenses** button.

Result: The daily allowance expense(s) will be added to the expense report.

Moving Expenses from One Report to Another or Back to Available Expenses

The ability to move an expense from one report to another is helpful when an expense transaction has been assigned to the wrong expense report. Follow these steps to move an expense to another expense report:

1. Open a current Expense Report that contains the transaction you want to move.
2. Select the checkbox next to the transaction(s) you want to move.

Note: Select the uppermost check box to select all transactions.

3. Click the **Move to** button.
4. Select the name of the appropriate report or select a **New Report** from the dropdown.

The screenshot shows the SAP Concur Expense Report interface. At the top, it displays 'Parking Fees \$20.00' and 'Not Submitted'. Below this are buttons for 'Copy Report' and 'Submit Report'. A navigation bar includes 'Report Details', 'Print/Share', and 'Manage Receipts'. A toolbar contains buttons for 'Add Expense', 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'. The 'Move to' button is highlighted with an orange box, and its dropdown menu is open, showing options: 'SAP Concur Fusion', 'Test CMA', 'Conference', 'New Report', and 'Available Expenses'. Below the toolbar is a table with columns: 'Receipt', 'Payment Type', 'Expense Type', 'Vendor', 'Date', and 'Requested'. The first row is selected, with a checkbox in the 'Receipt' column. The table contains one row: 'T&E Card', 'Parking', 'Park Rates', '04/06/2020', '\$20.00'.

Receipt	Payment Type	Expense Type	Vendor	Date	Requested
<input checked="" type="checkbox"/>	T&E Card	Parking	Park Rates	04/06/2020	\$20.00

Result: Depending on the action you select; one of two results will occur:

- If you select an existing report, the report opens, and the selected transaction(s) are moved to the report.
- If you select **New Report**, the Create New Report page appears. Enter the report information to create the new report.

Combining Expenses

Transactions listed in the Available Expense section can be combined to reduce duplicate expenses. This feature is helpful when you have a combination of T&E Card transactions, E-Receipts, and expenses created using the Mobile app. Duplicate

expenses must be combined to prevent duplication and resolve seemingly outstanding expenses. Follow these steps to combine expenses:

1. From the Concur homepage, click the **Available Expenses** tile.
2. In the Available Expenses section, mark the checkbox beside each expense that needs to be combined.
3. Click the **Combine Expenses** button.

Attaching Receipts

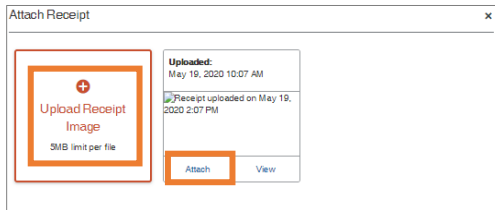
Most expenses will require a receipt. The Concur system will alert you when a required receipt is missing and when a Missing Receipt Declaration is not allowed. You can review [1503.1 – Procedure for Travel Advances and Reimbursements](#) to learn more.

Receipts can be added when creating a new expense or can be added from the main report page by clicking the receipt “+” icon on the expense line. The steps noted in this section provide instruction on how to attach a receipt to an expense report. Follow these steps to attach a receipt image to an expense report:

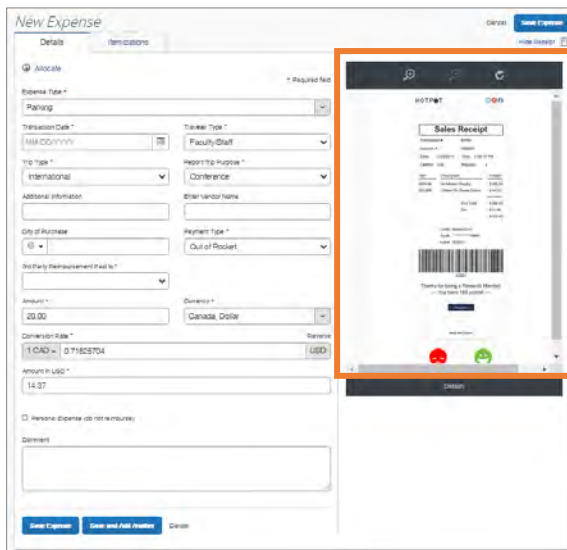
1. Select an expense entry and open it in the Details view.
2. Click **Attach Receipt Image** tile.

3. Click **Upload Receipt Image** or the **Attach** link on a receipt that has been uploaded previously.

Note: If selecting the **Upload Receipt Image** tile, follow the prompts on the screen to select the receipt to upload. Also, the system accepts file attachments in PDF, JPG, HTML, TIF or TIFF formats.



Result: The receipt image is attached to the expense entry and displays on the right side of the screen.



Note: You can detach or append receipts. Only one file may be attached initially but you may then use the Append feature to add additional files.

Missing Receipt Declaration

A Missing Receipt Declaration should be completed when a receipt is lost or misplaced, and the expense requires a receipt. In these instances, you can digitally sign a declaration that you can submit, instead of the actual imaged receipts. Using a receipt declaration allows you to submit your expense report in a timely manner and comply with [1503.1 – Procedure for Travel Advances and Reimbursements](#) on receipt submittal.

Important: A delegate cannot submit a Missing Receipt Declaration on your behalf.

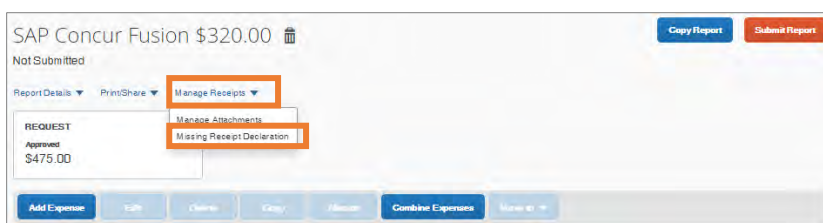
Also, Missing Receipt Declarations are not allowable for the following expense types:

- Lodging
- Airfare
- Car Rental
- Conference Registration

Submitting a Missing Receipt Declaration

Follow these steps to submit a missing receipt declaration:

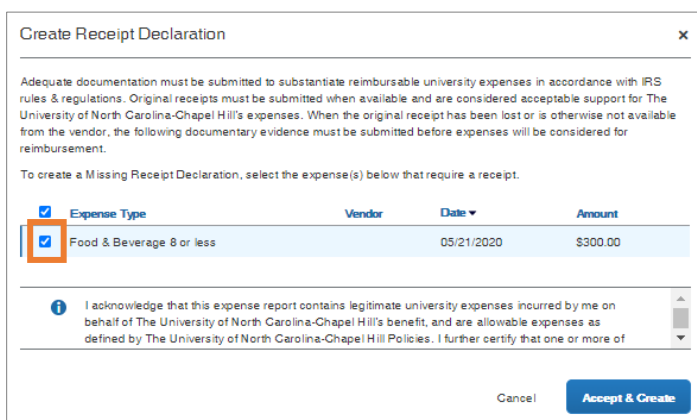
1. Open the expense report that has the expense missing a receipt.
2. Click the **Manage Receipts** link dropdown arrow.
3. Select **Missing Receipt Declaration**.



The screenshot shows the SAP Concur Fusion interface for an expense report titled "SAP Concur Fusion \$320.00". The status is "Not Submitted". A dropdown menu labeled "Manage Receipts" is open, showing options: "Manage Attachments" and "Missing Receipt Declaration". The "Missing Receipt Declaration" option is highlighted. Below the dropdown, there is a "REQUEST" section showing "Approved \$475.00". At the bottom, there are buttons for "Add Expense", "Edit", "Delete", "Copy", "Reopen", "Combine Expenses", and "Move to".

Result: A Create Receipt Declaration pop-up window will appear.

4. Mark the checkbox for each eligible expense entry that requires the declaration.



The screenshot shows the "Create Receipt Declaration" pop-up window. It contains a text area with instructions: "Adequate documentation must be submitted to substantiate reimbursable university expenses in accordance with IRS rules & regulations. Original receipts must be submitted when available and are considered acceptable support for The University of North Carolina-Chapel Hill's expenses. When the original receipt has been lost or is otherwise not available from the vendor, the following documentary evidence must be submitted before expenses will be considered for reimbursement. To create a Missing Receipt Declaration, select the expense(s) below that require a receipt." Below this is a table with columns: "Expense Type", "Vendor", "Date", and "Amount". The first row is "Food & Beverage 8 or less" with a date of "05/21/2020" and an amount of "\$300.00". The checkbox for this row is checked. At the bottom, there is a text area with a disclaimer: "I acknowledge that this expense report contains legitimate university expenses incurred by me on behalf of The University of North Carolina-Chapel Hill's benefit, and are allowable expenses as defined by The University of North Carolina-Chapel Hill Policies. I further certify that one or more of". There are "Cancel" and "Accept & Create" buttons at the bottom right.

Expense Type	Vendor	Date	Amount
<input checked="" type="checkbox"/> Food & Beverage 8 or less		05/21/2020	\$300.00

5. Read through the declaration, scrolling down to continue.


6. Click the **Accept and Create** button.

Expense Type	Vendor	Date	Amount
<input checked="" type="checkbox"/> Food & Beverage 8 or less		05/21/2020	\$300.00

☐ I acknowledge that this expense report contains legitimate university expenses incurred by me on behalf of The University of North Carolina-Chapel Hill's benefit, and are allowable expenses as defined by The University of North Carolina-Chapel Hill Policies. I further certify that one or more of

Cancel **Accept & Create**


Result: The missing receipt declaration is attached, and an icon displays on the line item entry. If you later find the receipt (before submitting the report), you can detach the receipt declaration, and then attach the actual receipt image.

Receipts	Expense Type	Vendor Details	Date	Requested
<input checked="" type="checkbox"/>  University Paid by PCard	Food & Beverage 8 or less	Attendee (00)	05/21/2020	\$300.00
<input checked="" type="checkbox"/> Out of Pocket	Parking		05/13/2020	\$20.00
				\$320.00

Deleting a Missing Receipt Declaration

Follow these steps to delete a missing receipt declaration from an expense:

1. Open the expense report that has a Missing Receipt Declaration.
2. Click the **Declaration** icon.

Receipts	Expense Type	Vendor Details	Date	Requested
<input checked="" type="checkbox"/>  University Paid by PCard	Food & Beverage 8 or less	Attendee (00)	05/21/2020	\$300.00
<input checked="" type="checkbox"/> Out of Pocket	Parking		05/13/2020	\$20.00
				\$320.00

Result: A pop-up window will appear.

3. Click the **Delete** button.



Result: A confirmation pop-up message will appear.

4. Click the **Yes** button.

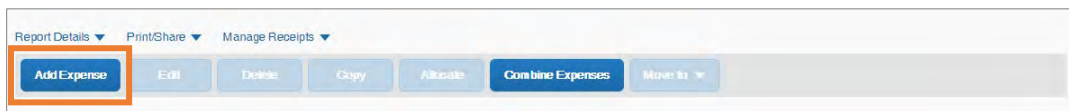
Result: The receipt declaration is deleted from the expense line item. You can now add the appropriate receipt to the expense.

Adding Personal Car Mileage

If a personal vehicle has been used for travel, the traveler can request reimbursement based on the rates established by the State of North Carolina.

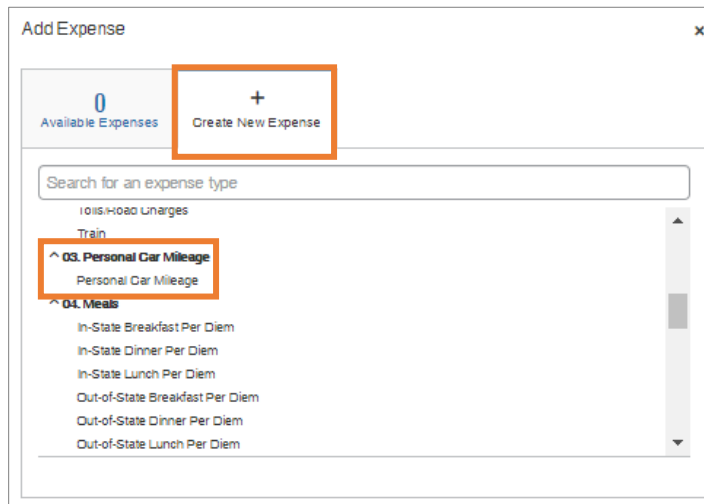
Follow these steps to enter personal car mileage as an expense:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



3. Click the **Create New Expense** tab.

4. Select **Personal Car Mileage** from the expense type list.



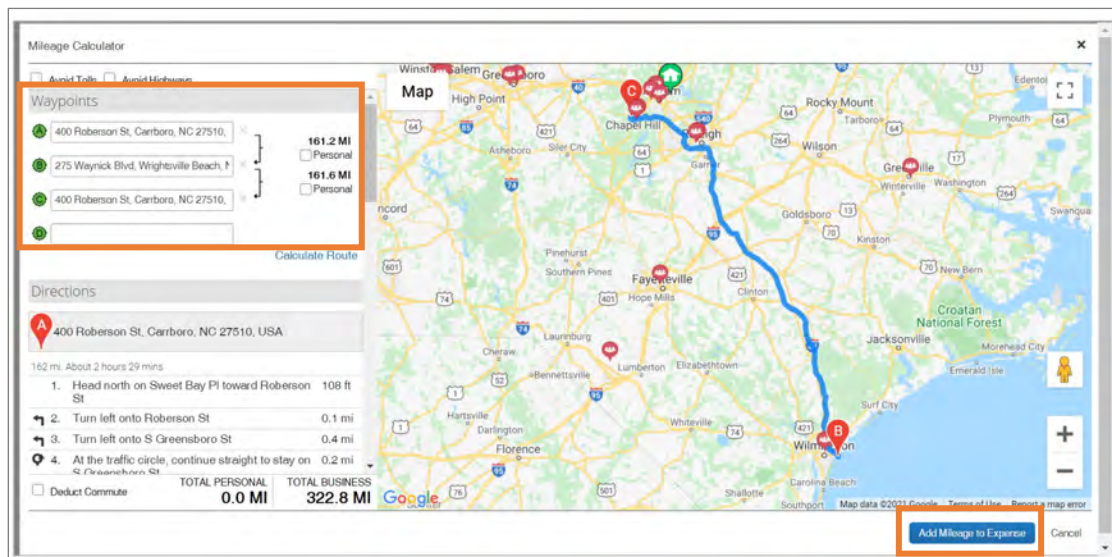
Result: The Mileage Calculator map will appear.

5. Enter your destinations in the Waypoints field.

Result: The system will automatically calculate the mileage, leveraging Google Maps.

Note: If the travel is round trip click the Make Round Trip link to add the mileage and final destination automatically.

6. Click the **Add Mileage to Expense** button.



Result: The New Expense page will appear.

7. Complete all the required (noted by red asterisks) and necessary optional fields.

The screenshot shows the 'New Expense' form with a red box highlighting the required fields. The form includes tabs for 'Details' and 'Itemizations', and buttons for 'Cancel', 'Save Expense', and 'Show Receipt'. The 'Details' tab is active, showing fields for Expense Type (Personal Car Mileage), Transaction Date (MM/DD/YYYY), Traveler Type (Faculty/Staff), Trip Type (Out-of-State), Report Trip Purpose (Conference), Trip Details, From Location, To Location, Payment Type (Out of Pocket), 3rd Party Reimbursement Paid to, Comment, Vehicle ID (State), Distance to Date, Distance, Number of Passengers, Amount (0.00), and Currency (US Dollar). The red box highlights the Expense Type, Transaction Date, Traveler Type, Trip Type, Report Trip Purpose, Trip Details, From Location, To Location, Payment Type, 3rd Party Reimbursement Paid to, Comment, Vehicle ID, Distance to Date, Distance, Number of Passengers, Amount, and Currency fields.

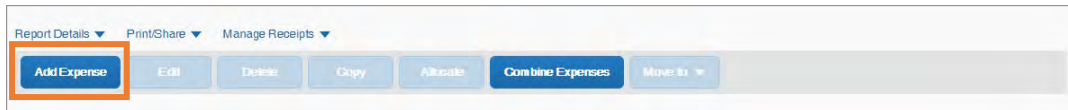
8. Click the **Save Expense** button.

Converting Foreign Currency Transactions

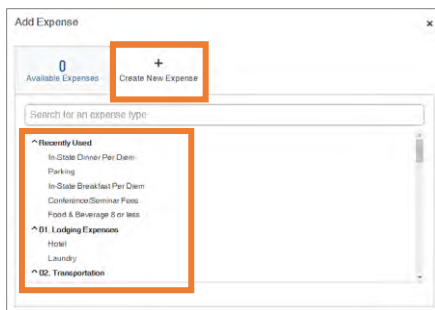
When your travel takes you to different countries, out-of-pocket expenses will need to be converted from the original foreign currency to US Dollars (USD). When you create a new out-of-pocket expense in a currency other than US Dollars, you may utilize the City of Purchase field to automatically populate the local foreign currency.

The exchange rate comes from the Oanda Corporation, a foreign exchange company. The system will look up the Average Daily Rate from Oanda based on the date and city of your expense, and automatically convert the transaction amount to USD. For T&E card transactions, Bank of America will convert transactions from the foreign currency to US Dollars. Follow these steps to convert out-of-pocket foreign currency transactions:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



3. Click the **Create New Expense** tab or **Available Expense** tab if you have enabled E-Receipts.
4. Search for or select the appropriate expense type from the list.



5. Enter all the appropriate information, including the Transaction Date and Amount.
6. In the **City of Purchase** field, select the appropriate location from the dropdown menu.

 A screenshot of the 'New Expense' form. The 'Details' tab is active. The 'Expense Type' is set to 'Parking'. The 'Transaction Date' is 'MM/DD/YYYY'. The 'City of Purchase' field is highlighted with an orange box and shows a dropdown menu. The 'Amount' is '20.00'. The 'Conversion Rate' is '0.71825704'. The 'Currency' is 'USD'. The 'Payment Type' is 'Out of Pocket'. The 'Attach Receipt Image' button is visible on the right.

Result: The Currency field will automatically update to the local currency of the City of Purchase selected. The Conversion Rate will populate from the Oanda database and the expense will be converted to US Dollars.

7. Click the **Save Expense** button.

Result: The expense amount appears in both the foreign currency and in the standard reimbursement currency.

Managing Cash Advances

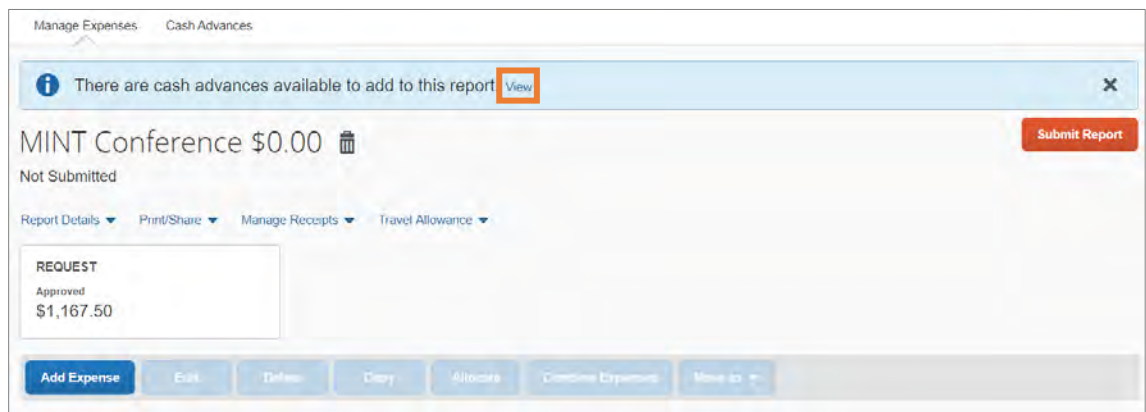
If a cash advance was received for a trip, it must be reconciled in full on the expense report for that trip. If you do not have enough out-of-pocket expenses to offset the cash advance, any unused portion must be remitted back to the Travel Services Office prior to submitting your Expense Report. For additional information, please review [1503.1 - Procedure for Reconciling Travel Advances and Reimbursements](#).

To ensure that a cash advance is attached to your expense report, please follow the steps for [Creating a New Expense Report from a Travel Request](#).

Adding a Cash Advance to an Existing Expense Report

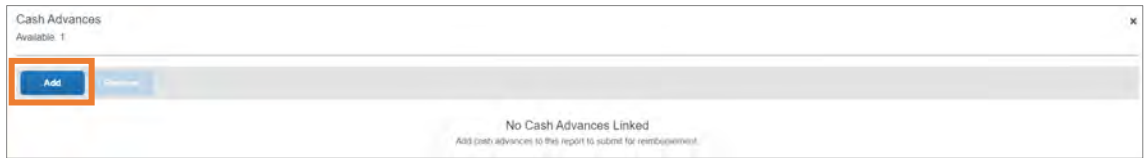
If the cash advance is not successfully added to your Expense Report, you will receive an alert that there are cash advances available to add to this report. Follow these steps to add a cash advance to an existing Expense Report:

1. Open the Expense Report that contains the alert.
2. Click the **View** link.



Result: The Cash Advances window will appear.

3. Click the **Add** button.



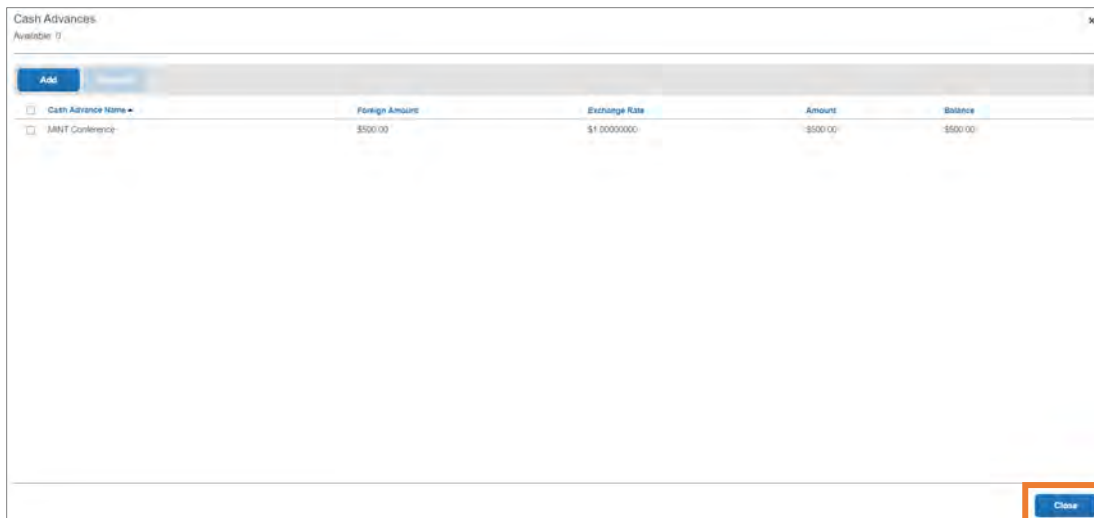
Result: The Available Cash Advances window will appear.

4. Check the box next to the cash advance you want to add to the report.
5. Click the **Add to Report** button.

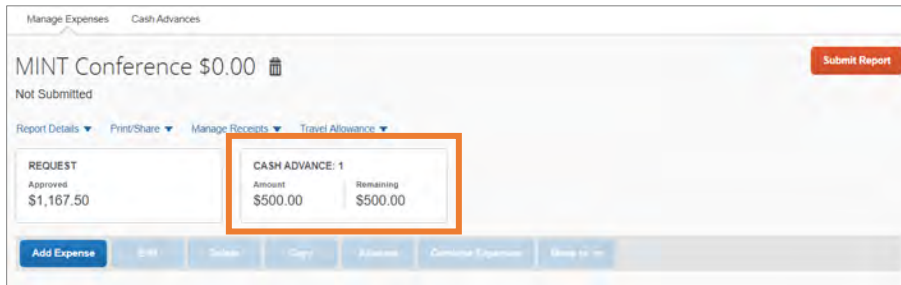


Result: You will return to the Available Cash Advances window and the cash advance is added to the list.

6. Click the **Close** button.



Result: The Cash Advance has been successfully been added to the Expense Report. Out-of-Pocket expenses may now be added by following the steps for [Adding Out-of-Pocket Expenses](#).



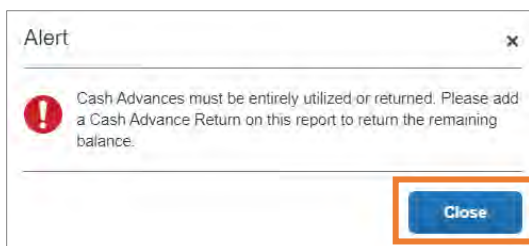
The screenshot shows the 'Manage Expenses' and 'Cash Advances' tabs. The main header displays 'MINT Conference \$0.00' and a 'Submit Report' button. Below the header, there are tabs for 'Report Details', 'Print/Share', 'Manage Receipts', and 'Travel Allowance'. A table shows a 'REQUEST' with an 'Approved' amount of '\$1,167.50'. A 'CASH ADVANCE: 1' entry is highlighted with an orange box, showing an 'Amount' of '\$500.00' and a 'Remaining' balance of '\$500.00'. At the bottom, there are buttons for 'Add Expense', 'Edit', 'Delete', 'Copy', 'Add Item', 'Commit Expense', and 'Show as is'.

Adding the Cash Advance Return Expense to an Expense Report

An Expense Report cannot be submitted which has a Remaining Cash Advance Balance. If you did not remit the unused portion of the Cash Advance back to the Travel Services Office, you must add a Cash Advance Return Expense to your report. This Expense will create a Payroll deduction for the remaining amount.

When submitting an Expense Report with a remaining Cash Advance, you will receive an alert that Cash Advances must be entirely utilized or returned. Follow these steps to add a Cash Advance Return Expense:

1. Click the **Close** button to close the alert or open the Expense Report that contains the alert.



The screenshot shows an 'Alert' dialog box with a red exclamation mark icon. The text inside the alert reads: 'Cash Advances must be entirely utilized or returned. Please add a Cash Advance Return on this report to return the remaining balance.' A 'Close' button is highlighted with an orange box at the bottom right of the dialog.

2. Click the **Add Expense** button.

MINT Conference \$925.00 Copy Report Submit Report

Not Submitted

Report Details Print/Share Manage Receipts Travel Allowance

REQUEST
Approved
\$1,167.50

CASH ADVANCE: 1
Amount
\$500.00
Remaining
\$50.00

Add Expense Edit Enable Copy Allocate Combine Expenses Mass Edit

<input type="checkbox"/>	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>			Paid by 3rd Party	Airfare	American Airlines	08/07/2020	\$475.00
<input type="checkbox"/>			Out of Pocket	Hotel	Hyatt Hotels Tulsa, Oklahoma	08/06/2020	\$450.00 Itemized
							\$925.00

Result: The Add Expense pop-up window will appear.

3. Select **Cash Advance Return** from the list of expenses.

Add Expense

0 Available Expenses + Create New Expense

Search for an expense type

- Immunization/Medical Fees
- International Travel Health Insurance
- Marketing/Promotional Costs
- Miscellaneous
- Non Reimbursable/Personal Expense
- Professional Subscriptions/Dues
- Tips/Gratuities
- Tuition/Training Reimbursement
- ^12. Cash Advance
- Cash Advance Return**

Result: You will be prompted to create a new expense.

4. In the Date field, enter the last day of travel.
5. In the Amount field, enter the remaining balance of the Cash Advance.

6. Click the **Save Expense** button.

New Expense

Details Itemizations

Allocate * Required field

Expense Type *

Cash Advance Return

Date *

08/06/2020

Description

Amount *

50.00

Currency *

US, Dollar

Save Expense Save and Add Another Cancel

Result: The Cash Advance Return has been added to the Expense Report and the Cash Advance remaining balance is \$0.

MINT Conference \$925.00

Copy Report Submit Report

Not Submitted

Report Details ▾ Print/Share ▾ Manage Receipts ▾ Travel Allowance ▾

REQUEST
Approved
\$1,167.50

CASH ADVANCE: 1
Amount
\$500.00 Remaining
\$0.00

Add Expense Edit Delete Copy Allocate Combine Expenses Move to ▾

<input type="checkbox"/>	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date ▾	Amount	Requested
<input type="checkbox"/>			Paid by 3rd Party	Airfare	American Airlines	08/07/2020	\$475.00	\$475.00
<input type="checkbox"/>			Out of Pocket	Hotel	Hyatt Hotels Tulsa, Oklahoma	08/08/2020	\$450.00	\$450.00 Itemized
<input type="checkbox"/>			Cash Advance Return	Cash Advance Return		08/06/2020	\$50.00	\$0.00
							\$975.00	\$925.00

Allocating Expenses

As you create an expense report, you can allocate expenses to different projects or departments. You can allocate one expense, multiple expenses, or an entire expense report as needed.

Note: Allocations may adjust the approval workflow of the report, depending on the chartfield strings used.

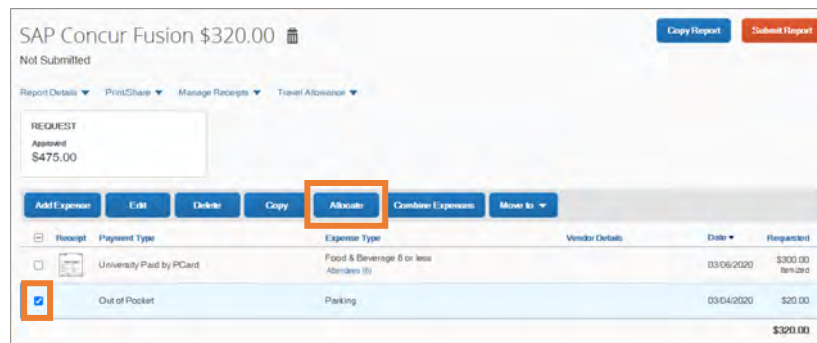
Allocating an Expense

Follow these steps to allocate expenses on an expense report:

1. Complete one of the following set of steps to get started:

Allocating an Existing Expense

- a. Open a current Expense Report.
- b. Select the checkbox for the expense(s) you want to allocate.
- c. Click the **Allocate** button.



The screenshot shows the SAP Concur Fusion interface for an expense report titled "SAP Concur Fusion \$320.00". The report status is "Not Submitted". A "REQUEST" box indicates "Approved \$475.00". Below this, there are buttons for "Add Expense", "Edit", "Delete", "Copy", "Allocate" (highlighted with an orange box), "Combine Expenses", and "Move to". A table lists expenses with columns for Receipt, Payment Type, Expense Type, Vendor Details, Date, and Requested. The first row is "University Paid by PCard" with a requested amount of \$300.00. The second row is "Out of Pocket" with a requested amount of \$20.00. A total of \$320.00 is shown at the bottom right.

Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>	University Paid by PCard	Food & Beverage 8 or less Alcoholic (B)		03/06/2020	\$300.00 Itemized
<input checked="" type="checkbox"/>	Out of Pocket	Parking		03/04/2020	\$20.00
					\$320.00

Result: The Allocate pop-up window will appear.

Allocating a New Expense

- a. Open a current Expense Report.
- b. Click the **Add Expense** button.
- c. Complete the required and necessary fields.

d. Click the **Allocate** link.

Details | Itemizations

Attendees (3) | **Allocate**

* Required field

Expense Type *

Food & Beverage 8 or less

Result: The Allocate pop-up window will appear.

2. Select the **Percent** or **Amount** tab.

3. Click the **Add** button.

Allocate

Expense 1: \$20.00

Percent | Amount

Amount: \$20.00 | Percent: 100%

Default Allocation: UNCC-412017-20100-12106

Add | Cancel | Save

No Allocations

This expense is assigned to your default allocations (shown above). Click the allocate button to allocate part or all of the expense (shown).

4. Enter the appropriate chartfield string information or select an allocation from your Favorite Allocations Tab.

5. Click **Add to List** button.

Add Allocation

+ New Allocation | ★ Favorite Allocations

* Required field

Business Unit * (1) | Dept ID * (2)

(UNCC) University of North Caroli | (412017) Pediatrics-Infectious Dise

Fund | Source

Search by Code | Search by Code

Project ID (1) | PC Business Unit (2)

Search by Code |

PC Activity ID (3) | Program

Search by Code | Search by Code

Cost Code 1 | Cost Code 2

Search by Code | Search by Code

Cost Code 3

Search by Code

Cancel | **Add to List**

6. Modify the percent or amount for the allocation by percent or by amount.

Allocating by Percent - Enter the Percent of what you want to allocate to the designated chartfield string.

The screenshot shows the 'Allocate' window with 'Expenses: 1' and '\$20.00'. The 'Percent' tab is selected. The 'Amount' is '\$20.00', 'Allocated' is '\$20.00' (100%), and 'Remaining' is '\$0.00' (0%). The 'Code' is 'UNCCH-412017-20100-12106'. The 'Percent %' is '22'. The table below has columns: Business Unit, Dept ID, Fund, Source, Project ID, PC Business Unit, PC Activity ID, Program, Cost Code 1, Cost Code 2, Cost Code 3, Code, and Percent %. The first row is highlighted with an orange box, showing 'Arts & Sciences Foundation' with a 'Percent %' of '78'.

Business Unit	Dept ID	Fund	Source	Project ID	PC Business Unit	PC Activity ID	Program	Cost Code 1	Cost Code 2	Cost Code 3	Code	Percent %
Arts & Sciences Foundation	Arts and Sciences Foundation	Acad Affairs - Reg Term Instr	Academic Affairs Educ & Tech								CHAGP-300101-20101-12003	78

Note: The total percentage of the lines must equal 100 percent.

Allocating by Amount - Enter the Amount of what you want to allocate to the designated chartfield string.

The screenshot shows the 'Allocate' window with 'Expenses: 1' and '\$20.00'. The 'Amount' tab is selected. The 'Amount' is '\$20.00', 'Allocated' is '\$20.00' (100%), and 'Remaining' is '\$0.00' (0%). The 'Code' is 'UNCCH-412017-20100-12106'. The 'Amount USD' is '\$0.00'. The table below has columns: Business Unit, Dept ID, Fund, Source, Project ID, PC Business Unit, PC Activity ID, Program, Cost Code 1, Cost Code 2, Cost Code 3, Code, and Amount USD. The first two rows are highlighted with an orange box, showing 'Arts & Sciences Foundation' with an 'Amount USD' of '15.60' and 'University of North Carolina Chapel Hill' with an 'Amount USD' of '4.40'.

Business Unit	Dept ID	Fund	Source	Project ID	PC Business Unit	PC Activity ID	Program	Cost Code 1	Cost Code 2	Cost Code 3	Code	Amount USD
Arts & Sciences Foundation	Arts and Sciences Foundation	Acad Affairs - Reg Term Instr	Academic Affairs Educ & Tech								CHAGP-300101-20101-12003	15.60
University of North Carolina Chapel Hill	Pediatrics-Infectious Disease	Acad Affairs - Gen Fund Ctr	AA-App Care/Ret Budget Pool								UNCCH-412017-20100-12003	4.40

Note: The total amounts of the line must equal the total amount of the expense(s).

7. Continue to click the **Add** button and follow the steps to add additional distribution lines for allocation until the amount equals the total amount of the expense(s) or the percent total is 100.

8. Click the **Save** button.

Allocate
Expenses: 1 \$20.00

Percent Amount

Amount: \$20.00 Allocated 100% \$20.00 Remaining 0% \$0.00

Default Allocation: UNCC-412017-20100-12106 Amount USD \$0.00

Buttons: Add, Edit, Save as Favorite

Business Unit	Dept ID	Fund	Source	Project ID	PC Business Unit	PC Activity ID	Program	Cost Code 1	Cost Code 2	Cost Code 3	Code	Amount USD
Arts & Sciences Foundation	Arts and Sciences Foundation	Acad Affairs - Reg Term Insp	Academic Affairs Educ & Tech								CHASF-300101-20101-12003	15.60
University of North Carolina Chapel Hill	Pediatrics Infectious Disease	Acad Affairs - Gen Fund Cnt	AA- App Care/Ext Budget Pool								UNCC-412017-20100-12003	4.40

Buttons: Cancel, Save

Result: The expense will display as Allocated on the expense report page. Continue to allocate until the total allocated percentage is 100 or the amount balances.

Manage Expenses

SAP Concur Fusion \$320.00 Copy Report Submit Report

Not Submitted

Report Details Print Share Manage Receipts Travel Allowance

REQUEST Approved \$475.00

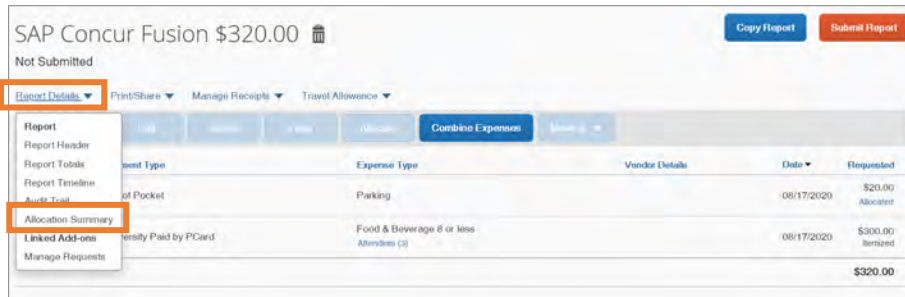
Buttons: Add Expense, Edit, Cancel, Save, Combine Expenses, Merge All

Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>	University Paid by PCard	Food & Beverage 8 or less Attendees (6)		03/06/2020	\$300.00 Itemized
<input type="checkbox"/>	Out of Pocket	Parking		03/04/2020	\$20.00 Allocated
					\$320.00

Reviewing Allocations

Follow these steps to review how expenses on a report have been allocated:

1. Click the **Report Details** dropdown link.
2. Click **Allocation Summary** from the dropdown.



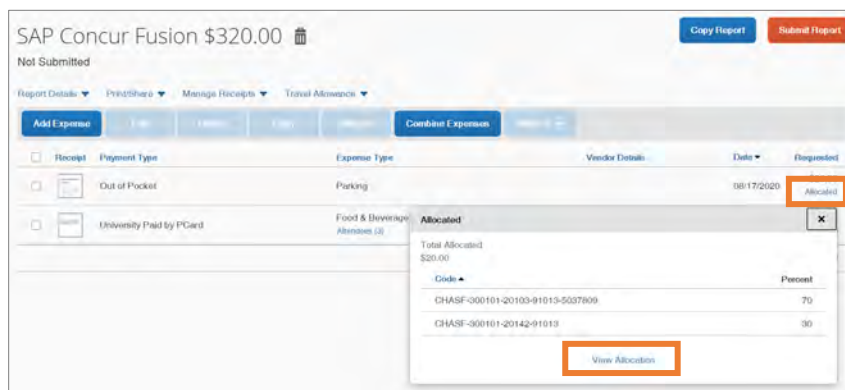
Result: The Allocation Summary pop-up window will appear showing details of the allocations.



Editing Allocations

Follow these steps to make changes to how an expense is allocated:

1. Click the **Allocated** link under the Requested column of the expense you want to edit.
2. Click the **View Allocation** link.



Result: The Allocate pop-up window will appear and you can make changes to the allocation.

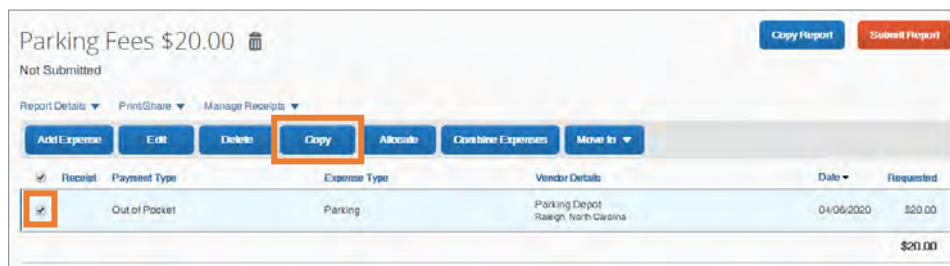
Copying an Expense

You can copy an expense and then update the expense details to quickly enter a new expense. This is especially useful for recurring business expenses. Follow these steps to copy an expense:

1. Open the expense report that has the expense you want to copy.
2. Select the expense you want to copy by marking the checkbox.

Note: If you are copying a NC per diem expense, the Time of Departure/Return fields will be copied to the new expense. This field should be updated if necessary.

3. Click the **Copy** button.



The screenshot shows the 'Parking Fees \$20.00' expense report. At the top right are 'Copy Report' and 'Submit Report' buttons. Below the report title is a toolbar with buttons: 'Add Expense', 'Edit', 'Delete', 'Copy' (highlighted with an orange box), 'Allocate', 'Combine Expenses', and 'Move to'. Below the toolbar is a table with columns: 'Receipt', 'Payment Type', 'Expense Type', 'Vendor Details', 'Date', and 'Requested'. The first row shows a checked checkbox, 'Out of Pocket', 'Parking', 'Parking Depot Raleigh, North Carolina', '04/06/2020', and '\$20.00'. A total of '\$20.00' is shown at the bottom right of the table.

Result: The new expense is added to the Expense list and the original expense date is advanced by one day. Also, all allocations, attendees, and expense-level comments from the original expense are copied to the new expense.

Note: Credit card information, e-receipts, mobile entry information, and travel segments from the original expense are not copied to the new expense. This type of information is generally associated with only one expense, so it is not copied to the new expense. If the Payment Type of the original expense is a T&E card, then the Payment Type of the new expense is editable using the dropdown list.

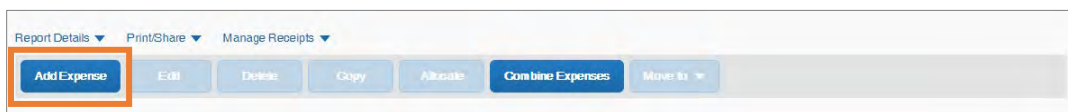
14. Itemizing Expenses and Attendees

You should itemize expenses to account for receipts that include both business and personal expenses or to ensure that each of your expenses is accounted for correctly. In addition, some transactions (business meals and lodging expenses) require receipts to be itemized. Review [1503.1 – Procedure for Travel Advances and Reimbursements](#) to learn what expenses require receipt itemization.

Itemizing Nightly Lodging Expenses

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and/or personal items. You must itemize these expenses to correctly account for all expenditures. In the lodging expense form, Concur Expense calculates the number of nights based on the Check-in and Check-out Dates. Follow these steps to itemize nightly lodging expenses:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



3. Click the **Create New Expense** tab or **Available Expense** tab to access T&E Card Transactions and E-Receipts.

4. Select the **Hotel** expense type from Lodging Expenses listings.

Add Expense

0 Available Expenses Create New Expense

Search for an expense type

Conference/Seminar Fees

^ 01. Lodging Expenses

Hotel

Laundry

^ 02. Transportation

Airfare

Airfare Booking Fees

Airline Fees

Car Rental

Ferries/Boats

Fuel/Charging Stations

5. Complete all the required (noted by red asterisks) and necessary optional fields.

New Expense

Details Itemization

Expense Type * Hotel

Check-in Date * MM/DD/YYYY

Check-out Date * MM/DD/YYYY

Transaction Date * MM/DD/YYYY

Trip Type * In-State

Report/Trip Purpose * Conference

Vendor * Search for Vendor

Payment Type * PLEASE SELECT PAYMENT TYPE

Currency * US Dollar

Attach Receipt Image

6. Click the **Itemization** tab.

New Expense

Details Itemization

Expense Type * Hotel

Check-in Date * MM/DD/YYYY

Check-out Date * MM/DD/YYYY

Transaction Date * MM/DD/YYYY

Trip Type * In-State

Report/Trip Purpose * Conference

Vendor * Search for Vendor

Payment Type * PLEASE SELECT PAYMENT TYPE

Currency * US Dollar

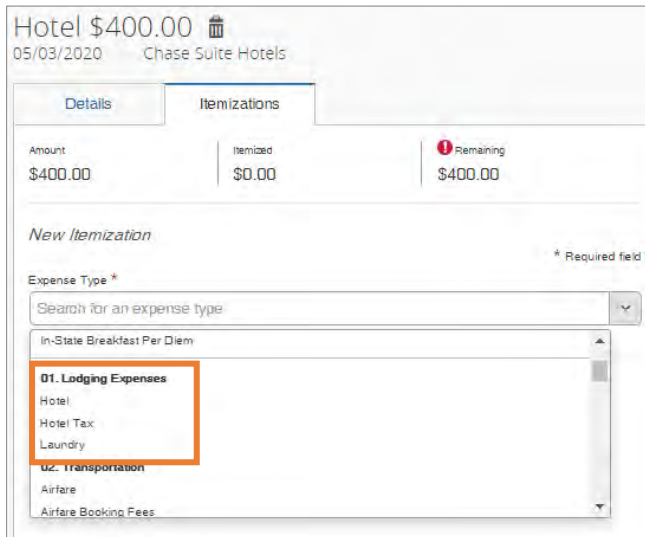
Attach Receipt Image

7. Click the **Create Itemization** button.



A screenshot of a software interface showing a button labeled 'Create Itemization' in a blue box, which is highlighted with an orange border. To its right is a grey button labeled 'More Actions' with a downward arrow.

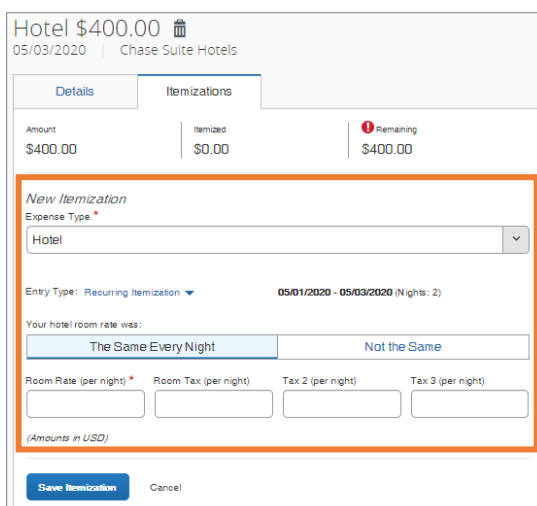
8. Select the Hotel expense type from the Lodging Expenses listing.



A screenshot of the 'New Itemization' form. At the top, it shows 'Hotel \$400.00' with a trash icon, the date '05/03/2020', and 'Chase Suite Hotels'. Below this are tabs for 'Details' and 'Itemizations'. A summary table shows 'Amount \$400.00', 'Itemized \$0.00', and 'Remaining \$400.00' with a red exclamation mark icon. The 'New Itemization' section has a dropdown for 'Expense Type *' with the placeholder 'Search for an expense type'. The dropdown menu is open, showing a list of categories: 'In-State Breakfast Per Diem', '01. Lodging Expenses' (highlighted with an orange box), '02. Transportation', and 'Airfare Booking Fees'. Under '01. Lodging Expenses', the options 'Hotel', 'Hotel Tax', and 'Laundry' are listed.

9. Complete all the required (noted by red asterisks) and necessary optional fields.

Note: If more than one rate was charged, click the **Not the Same** tab. You can also use Tax 2 or Tax 3 fields to enter additional daily taxes and fees like Resort Fees.



A screenshot of the 'New Itemization' form, continuing from the previous step. The 'Expense Type' dropdown is now set to 'Hotel'. Below it, the 'Entry Type' is 'Recurring Itemization' and the dates are '05/01/2020 - 05/03/2020 (Nights: 2)'. A section titled 'Your hotel room rate was:' contains two tabs: 'The Same Every Night' (selected) and 'Not the Same'. Below these tabs are four input fields: 'Room Rate (per night) *', 'Room Tax (per night)', 'Tax 2 (per night)', and 'Tax 3 (per night)'. At the bottom, there is a 'Save Itemization' button and a 'Cancel' link. A note at the bottom left states '(Amounts in USD)'.

10. Click the **Save Itemization** button.

Note: You will need to continue itemizing all the line item charges that appear on the folio/receipt using other expense types (i.e. laundry, personal expense, etc.) until the remaining balance is \$0.00.

Itemizing Business Meal Expenses

Business meals expenses must have an itemized receipt. Follow these steps to itemize business meal expenses:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button to create a new expense or select an expense listed.
3. Complete all the required (noted by red asterisks) and necessary optional fields.

New Expense

Details | Itemizations

Attendees (1) | Allocate

* Required field

Expense Type *
Food & Beverage 8 or less

Transaction Date *
MM/DD/YYYY

Traveler Type *
Faculty/Staff

Trip Type *
Out-of-State

Report/Trip Purpose *
Conference

Additional Information

Enter Vendor Name

City of Purchase

Payment Type *
*PLEASE SELECT PAYMENT TYPE

3rd Party Reimbursement Paid to?

Amount *

Currency *
US, Dollar

☐ Personal Expense (do not reimburse)

Comment

Save Expense | Save and Add Another | Cancel

Attach Receipt Image

4. Click the **Itemizations** tab.

New Expense

Details | **Itemizations**

Attendees (1) | Allocate

* Required field

Expense Type *
Food & Beverage 8 or less

Transaction Date *
MM/DD/YYYY

Traveler Type *
Faculty/Staff

Trip Type *

Report/Trip Purpose *

5. Complete all of the necessary fields for this expense.

The screenshot shows the 'Itemizations' tab of a Concur expense entry form. The title is 'Food & Beverage 8 or less \$300.00' with a trash icon. The date is '05/21/2020'. At the top right are 'Cancel' and 'Save Itemizations' buttons. Below the title is a summary table:

Amount	Itemized	Remaining
\$300.00	\$0.00	\$300.00

The 'Itemized' column has a red exclamation mark icon. Below the table is a section titled 'UNC-Meetings & Amenities' with a red asterisk and 'Required field' text. It contains five rows, each with a text input field and a checkbox labeled 'Personal Expense (do not reimburse)':

- Food & Non-Alcoholic Beverages
- Alcoholic Beverages
- Tips/Gratuities
- Tax
- Non Reimbursable/Personal Expense (with the checkbox checked)

At the bottom left of this section is the text '(Amounts in USD)'. To the right of the input fields is a large red-bordered box containing a red plus icon and the text 'Attach Receipt Image'. At the bottom left of the form are 'Save Itemizations' and 'Cancel' buttons. A 'Hide Receipt' link with a document icon is at the top right.

Note: You must itemize all items on the receipt so that the remaining balance is \$0.00.

6. Click the **Attach Receipt Image** icon to attach an electronic copy of the receipt if the receipt has not been attached to the expense.
7. Click the **Save Itemization** button.

Adding Attendees to a Business Meal Expense

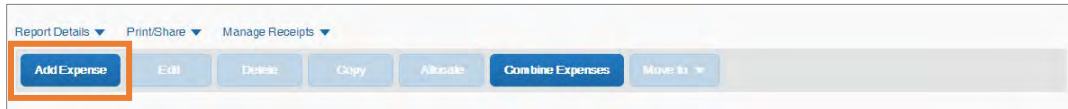
Some expenses, such as business meals and entertainment expenses require you to add attendees to the expense. You will see the Attendees link for these types of expenses. Depending on the number of meal attendees you will need to provide the following information.

- **Small Groups (eight or fewer individuals)** - If a small group is in attendance, the names of all persons attending is required.
- **Large Groups (nine or more individuals)** - If the expense includes more than eight attendees, only the total number of attendees is required.

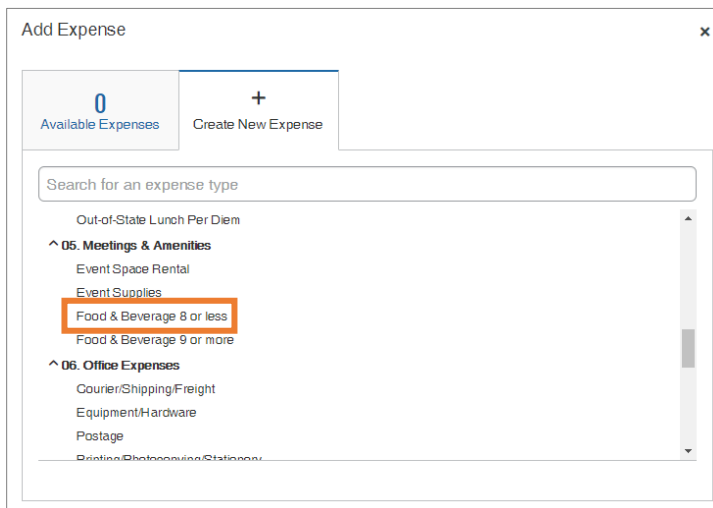
Adding Attendees to a Business Meal with 8 or less

Follow these steps to add attendees to a business meal of 8 or less people:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



3. Click the **Create New Expense** tab or **Available Expense** tab to access T&E card transactions.
4. Select **Food & Beverage 8 or less** from the Meetings & Amenities listings.



5. Complete all the required (noted by red asterisks) and necessary optional fields.

New Expense

Details | Itemizations

Attendees (1) | Allocate

* Required field

Expense Type *
Food & Beverage 8 or less

Transaction Date *
MM/DD/YYYY

Traveler Type *
Faculty/Staff

Trip Type *
Out-of-State

Report/Trip Purpose *
Conference

Additional Information

Enter Vendor Name

City of Purchase

Payment Type *
PLEASE SELECT PAYMENT TYPE

3rd Party Reimbursement Paid to?

Amount *

Currency *
US, Dollar

☐ Personal Expense (do not reimburse)

Comment

Save Expense | Save and Add Another | Cancel

Attach Receipt Image

6. Click the **Attendees** link.

New Expense

Details | Itemizations

Attendees (1) | Allocate

* Required field

Expense Type *
Food & Beverage 8 or less

Transaction Date *
MM/DD/YYYY

Traveler Type *
Faculty/Staff

Trip Type *

Report/Trip Purpose *

Result: The Attendees page will appear. You will automatically be added as an attendee. If you did not attend the business meal, delete yourself from the listing.

7. Click the **Add** button.

Attendees

Food & Beverage 8 or less \$300.00

Add | Remove | Change Date | Cancel Expense

Attendee Name	Attendee Title	Institution/Company	Attendee Type	Attendee Count	Amount
<input type="checkbox"/> Test Company			Faculty/Staff/Student	1	\$300.00

Result: The Add Attendees pop-up window will appear.

8. Search for and/or select the attendees from the optional tabs. Then follow the designated steps:

Recent Attendees Tab - This tab displays recently used attendees.

- a. Mark the Checkbox beside the attendees of the business meal.
- b. Click the **Add to List** button.

The screenshot shows a window titled "Add Attendees" with three tabs: "Recent Attendees", "Attendees", and "Attendee Groups". The "Recent Attendees" tab is active. Below the tabs is a table with columns: "Attendee Name", "Attendee Title", "Institution/Company", "Attendee Type", and "Attendee Co". The table lists several attendees, with "Arnold, Rebecca" selected (checkbox checked). The "Add to List" button is highlighted at the bottom right.

Attendee Name	Attendee Title	Institution/Company	Attendee Type	Attendee Co
<input checked="" type="checkbox"/> Arnold, Rebecca			Faculty/Staff/Student	
<input type="checkbox"/> Caserta, Vincent			Faculty/Staff/Student	
<input type="checkbox"/> Culp, David			Faculty/Staff/Student	
<input type="checkbox"/> Govindu, Niha			Faculty/Staff/Student	
<input type="checkbox"/> Long, Nicole			Faculty/Staff/Student	
<input type="checkbox"/> MCINNIS, CHENELLE			Faculty/Staff/Student	
<input type="checkbox"/> Miao, Wei			Faculty/Staff/Student	

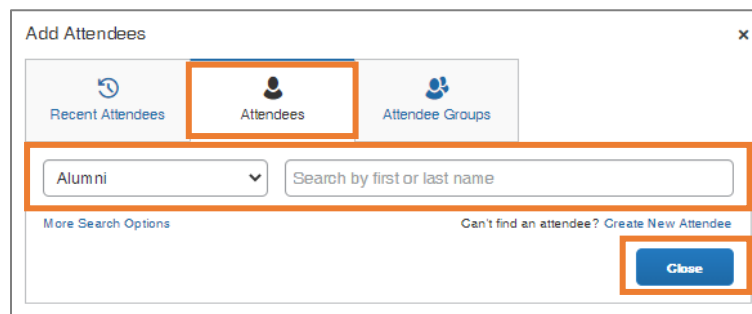
Search All Attendee History

Add to List

Result: The names selected will appear on the Attendees list page.

Attendees Tab – This tab allows you to search for attendees by first or last name with filters (Alumni, Faculty/Staff/Student, Guest, Research Participant, Student Athlete, Student(s), Visiting Professor). All Faculty/Staff/Students who have a Concur profile are available to search for and select under this tab. If you cannot find your attendee from the listing, you can create a new attendee on this tab.

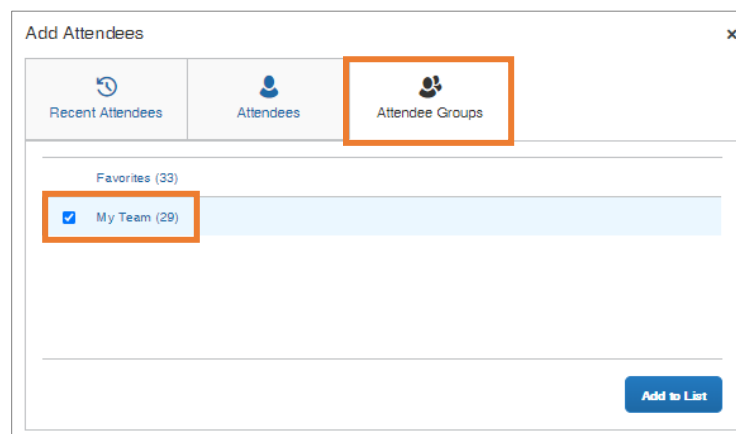
- a. Search for, then click on the attendee.
- b. Click the **Close** button.



Result: The names selected will appear on the Attendees list page.

Attendees Group Tab – If you have created a group of attendees in advance, you can add them all at once with one click.

- a. Mark the Checkbox beside the Group that attended the business meal.
- b. Click the **Add to List** button.



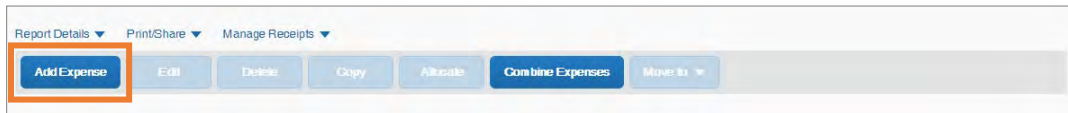
Result: The names selected will appear on the Attendees list page. If any attendees need to be removed from the list, mark the check box next to their name(s), and click the Remove button.

9. Click the **Save** button.

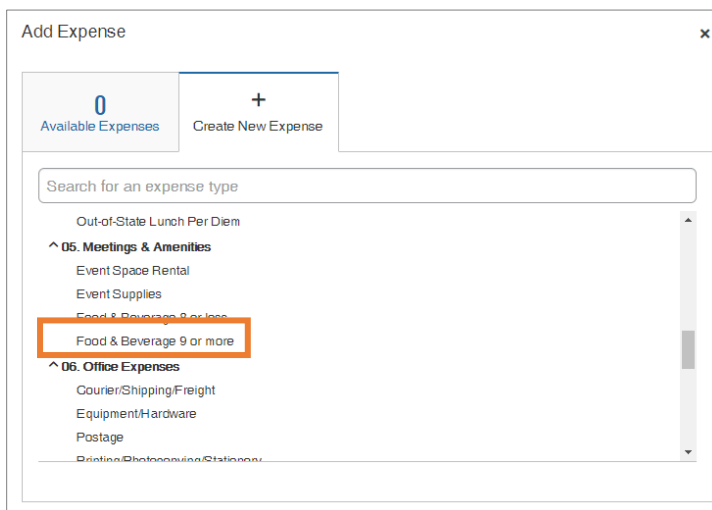
Adding Attendees to a Business Meal with 9 or More

Follow these steps to add attendees to a business meal of 9 or more people:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



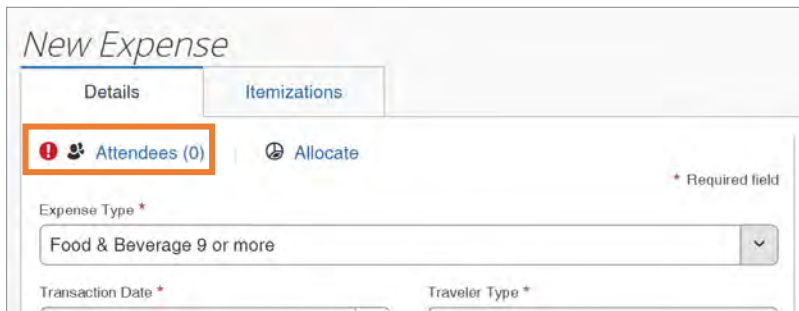
3. Click the **Create New Expense** tab or **Available Expense** tab to access T&E card transactions.
4. Select **Food & Beverage 9 or more** from the Meetings & Amenities listings.



5. Complete all the required (noted by red asterisks) and necessary optional fields.

A screenshot of the 'New Expense' form. The form is divided into two main sections: 'Details' and 'Receipts'. The 'Details' section contains various fields for entering expense information, including 'Expense Type' (set to 'Food & Beverage 9 or more'), 'Transaction Date', 'Transaction Type', 'Trip Type', 'Report Trip Purpose', 'Additional Information', 'City of Purchase', 'Payment Type', 'Amount', and 'Currency'. The 'Receipts' section features a large area for attaching a receipt image, with a red plus icon and the text 'Attach Receipt Image'. The 'Expense Type' field and the 'Attach Receipt Image' area are both highlighted with orange boxes. The form also includes a 'Cancel' button and a 'Save Expense' button at the bottom.

6. Click the **Attendees** link.

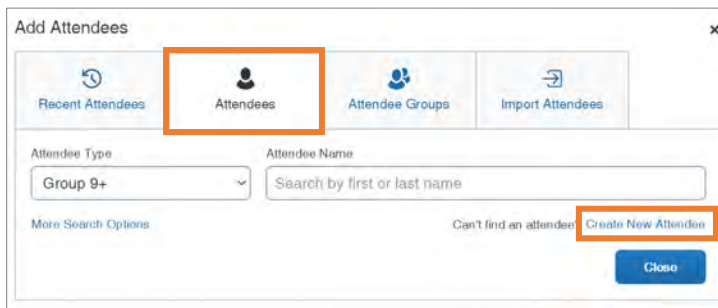


7. Click the **Add** button.



Result: The Add Attendees pop-up window will appear.

8. Click the **Attendees** tab and ensure the Attendee Type Group 9+ is selected.
9. Click the **Create New Attendee** link.



Result: The Create New Attendee pop-up window will appear.

10. Enter the event name in the Event Name field.

Note: This can be the business purpose of the event if it does not have an actual name.

11. Click the **Create Attendee** button.

The screenshot shows a 'Create New Attendee' modal window. At the top left is a 'Go Back' link with a left arrow. Below it are two required fields: 'Attendee Type' (a dropdown menu showing 'Group 9+') and 'Event Name' (a text input field). The 'Event Name' field is highlighted with an orange border. At the bottom right, there is a 'Cancel' button and a blue 'Create Attendee' button, which is also highlighted with an orange border.

Result: The attendee group has been created.

12. Click the **Go Back** link.

This screenshot shows the same 'Create New Attendee' modal window. The 'Go Back' link at the top left is now highlighted with an orange box. A green success message 'Attendee added: Symposium Reception' with a checkmark icon is displayed in the center. The form fields and buttons remain visible below.

Result: You will return to the Add Attendees pop-up window.

13. Click the **Close** button.

The screenshot shows the 'Add Attendees' modal window. At the top are four tabs: 'Recent Attendees', 'Attendees' (which is selected), 'Attendee Groups', and 'Import Attendees'. Below the tabs are search fields for 'Attendee Type' (dropdown showing 'Group 9+') and 'Attendee Name' (text input with placeholder 'Search by first or last name'). At the bottom right, there is a blue 'Close' button highlighted with an orange border.

Result: You will return to the Attendees page with the attendee group/event name you created displayed.

14. Enter the number of attendees in the Attendee Count field.

Attendees

Food & Beverage 9 or more \$600.00

Attendees: 50

Add **Remove** **Create Group** **Group 9 or more**

<input type="checkbox"/> Attendee Name ▲	Attendee Title	Institution/Company	Attendee Type	Attendee Count	Amount
<input type="checkbox"/> Symposium Reception			Group 9+	50	\$600.00

15. Click the **Save** button at the bottom of the page.

Result: Your attendees have been added to the expense.

Creating Attendee Groups

When adding attendees to any meal you can also create groups that you can use in the future to quickly add several individuals to a meal in just a few clicks.

Follow these steps to create a group:

1. Complete steps 1 to 8 from *Adding Attendees to a Business Meal* section.
2. Ensure that the individuals you want to include are identified by marking the check box beside their name.
3. Click the **Create Group** button.

Add **Remove** **Create Group** **Group 9 or more**

<input type="checkbox"/> Attendee Name ▲	Attendee Title	Institution/Company	Attendee Type	Attendee Count	Amount
<input checked="" type="checkbox"/> Ames, Rebecca			Faculty/Staff/Student	1	\$50.00
<input checked="" type="checkbox"/> Cassidy, Vincent			Faculty/Staff/Student	1	\$50.00
<input type="checkbox"/> Givens, Nina			Faculty/Staff/Student	1	\$50.00
<input type="checkbox"/> Mao, Wei			Faculty/Staff/Student	1	\$50.00
<input type="checkbox"/> Taylor, Shannon			Faculty/Staff/Student	1	\$50.00
<input type="checkbox"/> Test, Anita			Faculty/Staff/Student	1	\$50.00

Result: A Create Group popup window will appear.

4. Enter a name for the Group Name.

5. Click the **Save** button.



The screenshot shows a 'Create Group' dialog box. At the top, there is a title bar with 'Create Group' and a close button (X). Below the title bar is a text input field labeled 'Group Name *' with a red asterisk indicating it is required. The text 'CISDE Team' is entered into this field. Below the input field is a horizontal line. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is a blue button with white text, and both the 'Group Name' field and the 'Save' button are highlighted with orange borders.

Result: The group is created and can be used in the future to quickly add members of that group as meal attendees.

15. Submitting, Printing, and Emailing Expense Reports

Once you have finished completing an expense report and attached the required documentation, it is ready to be submitted. Reports can also be printed, saved as a PDF, or emailed for your records.

Also, once an Expense Report is created and submitted it will automatically generate a Report ID number. The Report ID number from Concur will be included in the invoice number field in ConnectCarolina.

Important: All hard-stop alerts (red exclamation points) must be resolved before an Expense Report can be submitted.

Submitting an Expense Report

After reviewing your expenses and attaching your receipts, you will need to submit your expense report. If you are acting as a personal delegate and creating an Expense Report on behalf of another user, you will not have the option to submit the expense report. Delegates can prepare the expense report and then use the Notify feature to alert the traveler when the expense report is ready to be submitted. Follow these steps to submit an expense report:

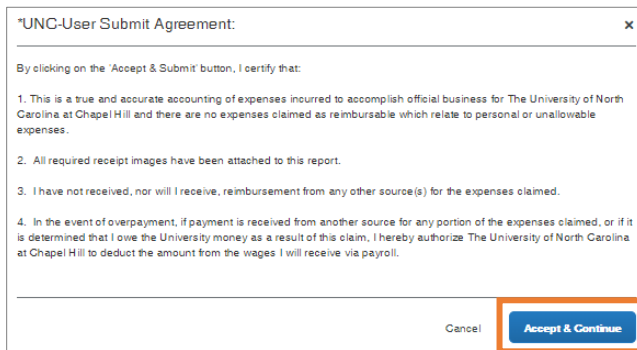
1. From the manage expenses page, open the expense report you want to submit.
2. Click the **Submit Report** button.

The screenshot shows the Concur expense report interface. At the top, it displays the report title 'Coupa Train the Trainer \$95.00' and a trash icon. Below this, it says 'Not Submitted'. There are two buttons: 'Copy Report' and 'Submit Report' (highlighted with an orange border). Below these are tabs for 'Report Details', 'Print/Share', and 'Manage Receipts'. Under 'Report Details', there are buttons: 'Add Expense', 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'. Below these buttons is a table with columns: 'Receipt', 'Payment Type', 'Expense Type', 'Vendor Details', 'Date', and 'Requested'. The table contains three rows of expense data, all with a total of \$95.00.

Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>	Out of Pocket	Daily Allowance	Charlotte, North Carolina	05/03/2020	\$27.00
<input type="checkbox"/>	Out of Pocket	Daily Allowance	Charlotte, North Carolina	05/02/2020	\$41.00
<input type="checkbox"/>	Out of Pocket	Daily Allowance	Charlotte, North Carolina	05/01/2020	\$27.00
					\$95.00

Result: A UNC-User Submit Agreement pop-up window will appear.

3. Click the **Accept & Continue** button.



*UNC-User Submit Agreement: [X]

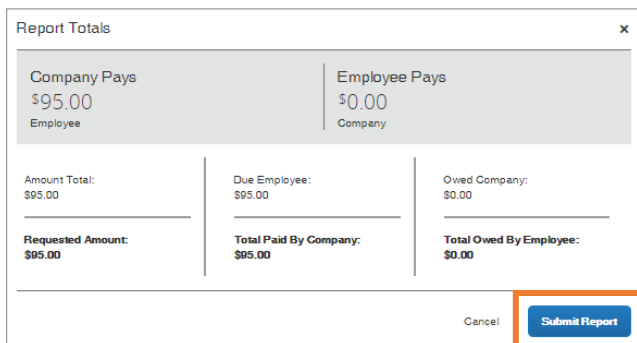
By clicking on the 'Accept & Submit' button, I certify that:

1. This is a true and accurate accounting of expenses incurred to accomplish official business for The University of North Carolina at Chapel Hill and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.
2. All required receipt images have been attached to this report.
3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.
4. In the event of overpayment, if payment is received from another source for any portion of the expenses claimed, or if it is determined that I owe the University money as a result of this claim, I hereby authorize The University of North Carolina at Chapel Hill to deduct the amount from the wages I will receive via payroll.

Cancel **Accept & Continue**

Result: A Report Totals pop-up window will appear. This displays the total amounts, the amount the University (company) will pay, and/or how much the employee owes the University.

4. Click the **Submit Report** button.



Report Totals [X]

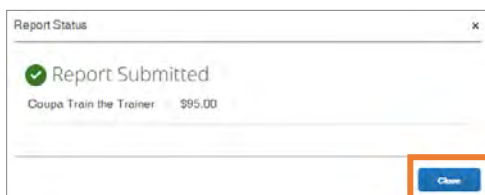
Company Pays		Employee Pays	
\$95.00	Employee	\$0.00	Company

Amount Total: \$95.00	Due Employee: \$95.00	Owed Company: \$0.00
Requested Amount: \$95.00	Total Paid By Company: \$95.00	Total Owed By Employee: \$0.00

Cancel **Submit Report**

Result: A Report Status pop-up window will appear.

5. Click the **Close** button.



Report Status [X]

✓ Report Submitted

Coupa Train the Trainer \$95.00

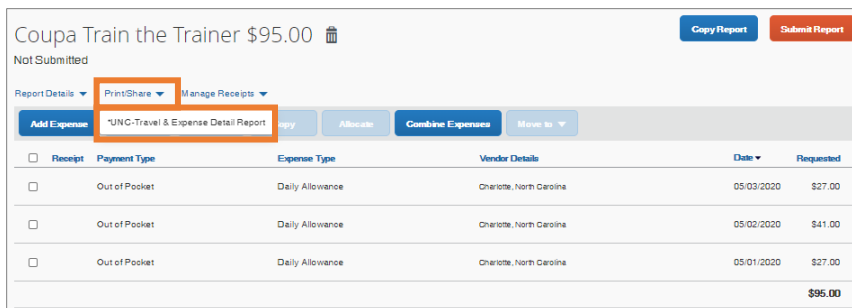
Close

Result: The report is submitted, and the status is listed in the Active Reports list.

Printing or Emailing an Expense Report

Follow these steps to print or email an expense report:

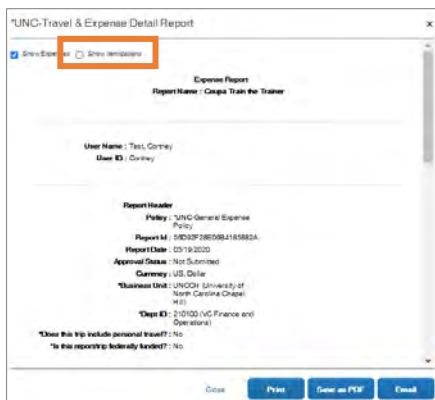
1. From the manage expenses page, open the expense report you want to print or email.
2. Click the **Print/Share** dropdown arrow.
3. Select ***UNC-Travel & Expense Report Detail Report**.



The screenshot shows the 'Coupa Train the Trainer \$95.00' report page. The 'Print/Share' dropdown menu is open, and the option '*UNC-Travel & Expense Report Detail Report' is highlighted. Other options visible include 'Receipt', 'Payment Type', 'Expense Type', 'Vendor Details', 'Date', and 'Requested'.

Result: A preview of the report will appear in a pop-up window.

Note: If you want an itemized version of the report, check the Show Itemizations box.



The screenshot shows the '*UNC-Travel & Expense Detail Report' pop-up window. The 'Show Itemizations' checkbox is checked, and the 'Show Expense' checkbox is also checked. The report details include: Report Name: Coupa Train the Trainer, User Name: Test, Corney, User ID: Corney, Policy: *UNC-General Expense Policy, Report ID: 8203P18008L18582A, Report Date: 05/19/2020, Approval Status: Not Submitted, Currency: US Dollar, *Business Unit: UNCC's University of North Carolina Chapel Hill, *Dept ID: 210100 (VC Finance and Operations), *Show this trip include personal travel?: No, and *Is this reporting federally funded?: No.

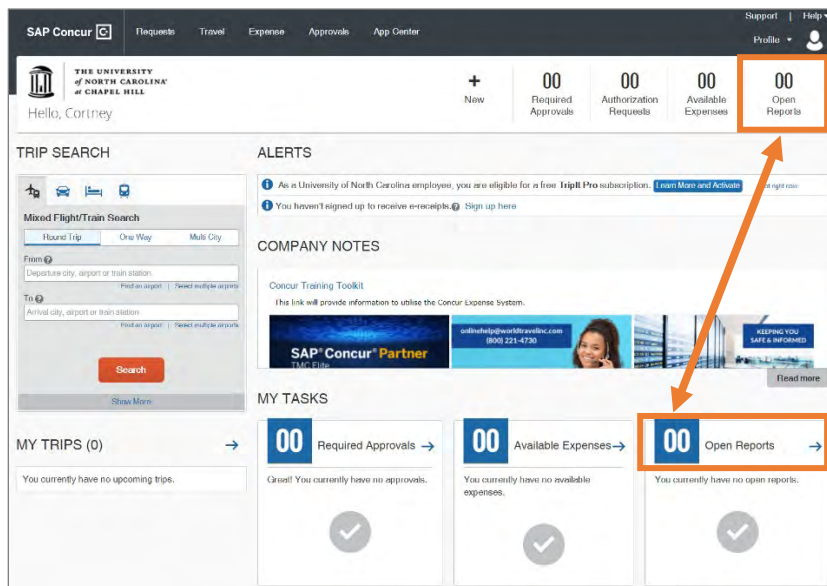
4. Click the **Print**, **Save as PDF**, or **Email** button to publish the report.

16. Managing Expense Reports

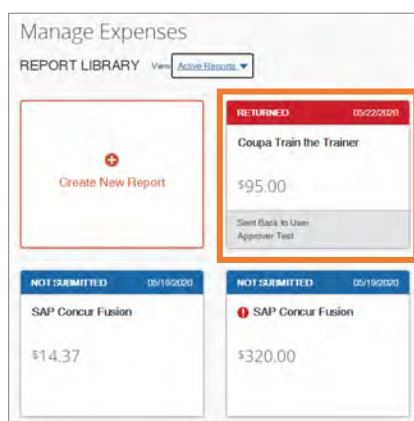
Correcting and Resubmitting an Expense Report

Your approver may return your expense report to you if any changes or additional information are required. Returned reports appear on the Concur home page in the Open Reports section. Follow these steps to correct and resubmit an expense report:

1. Click the **Open Reports** tile or tab.



2. Click on the Returned expense report.



Note: Returned expense reports will have a header with a status of “Returned”.

3. Click the **View Reports Timeline** link.

Manage Expenses

Coupa Train the Trainer \$95.00

Returned | COMMENT - Approver Test: From the a... **View Report Timeline**

Report Details | Print/Share | Manage Receipts | Travel Allowance

Add Expense | Cancel | Update | Copy | Approve | Combine Expenses | Move to

<input type="checkbox"/>	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>		Out of Pocket	Daily Allowance	Charlotte, North Carolina	05/03/2020	\$27.00
<input type="checkbox"/>		Out of Pocket	Daily Allowance	Charlotte, North Carolina	05/02/2020	\$41.00
<input type="checkbox"/>		Out of Pocket	Daily Allowance	Charlotte, North Carolina	05/01/2020	\$27.00
						\$95.00

4. Review the approvers explanation of why the report was returned.
5. Click the **Close** button.

Report Timeline

Coupa Train the Trainer | \$95.00

Approval Flow

- Supervisor Approval
Test, Approver
- Designated Approval
- Business Office Approval
- Travel Team Review

Report Summary

SUBMITTED
Test, Courtney 05/21/2020

SUBMITTED & PENDING SUPERVISOR APPROVAL
Test, Courtney 05/21/2020

REPORT COMMENT
Test, Approver 05/22/2020
From the agenda it looks like breakfast was provided on May 2.

SENT BACK TO USER
Test, Approver 05/22/2020

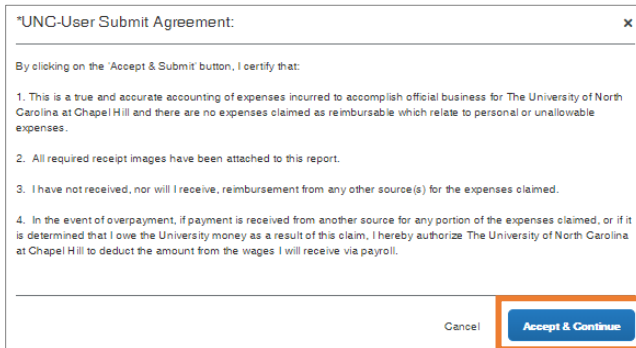
Add Comment

Close

6. Click the expense that requires corrections/edits.
7. Make the required corrections/edits.
8. Click the **Save Expense** button.
9. Click the **Submit Report** button.

Result: A UNC-User Submit Agreement pop-up window will appear.

10. Click the **Accept & Continue** button.



*UNC-User Submit Agreement: [X]

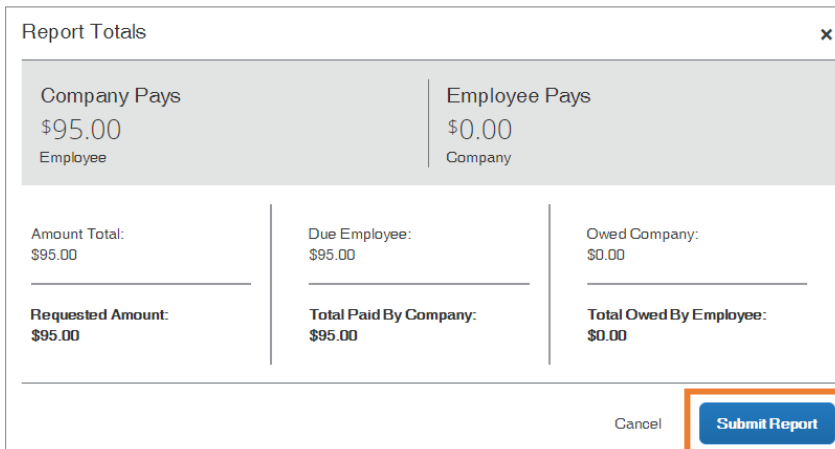
By clicking on the 'Accept & Submit' button, I certify that:

1. This is a true and accurate accounting of expenses incurred to accomplish official business for The University of North Carolina at Chapel Hill and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.
2. All required receipt images have been attached to this report.
3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.
4. In the event of overpayment, if payment is received from another source for any portion of the expenses claimed, or if it is determined that I owe the University money as a result of this claim, I hereby authorize The University of North Carolina at Chapel Hill to deduct the amount from the wages I will receive via payroll.

Cancel **Accept & Continue**

Result: A Report Total pop-up window will appear. This displays the total amounts, the amount the University (company) will pay, and/or how much the employee owes the University.

11. Click the **Submit Report** button.



Report Totals [X]

Company Pays \$95.00 Employee	Employee Pays \$0.00 Company
-------------------------------------	------------------------------------

Amount Total: \$95.00	Due Employee: \$95.00	Owed Company: \$0.00
Requested Amount: \$95.00	Total Paid By Company: \$95.00	Total Owed By Employee: \$0.00

Cancel **Submit Report**

Result: A Report Status pop-up window will appear confirming that the report has been submitted.

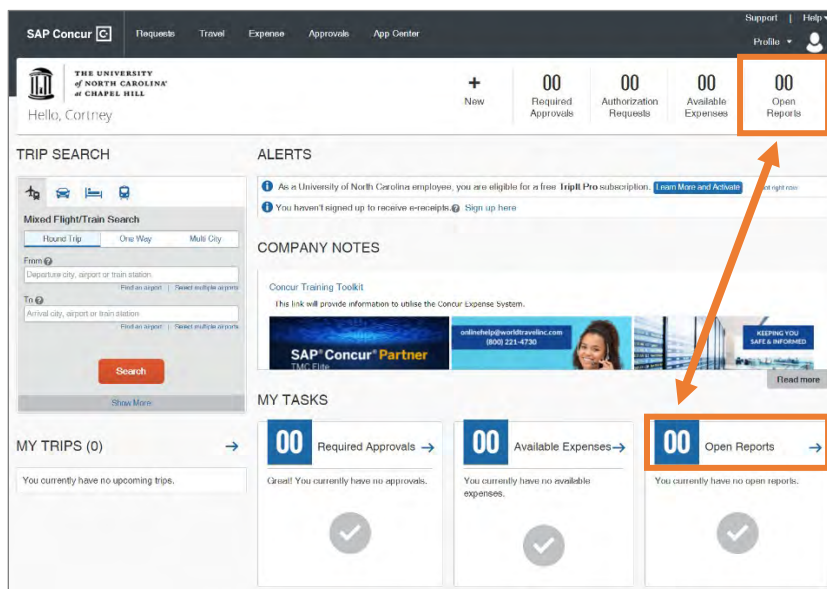
12. Click the **Close** button.

Result: The report is submitted, and the status is listed in the Active Reports list.

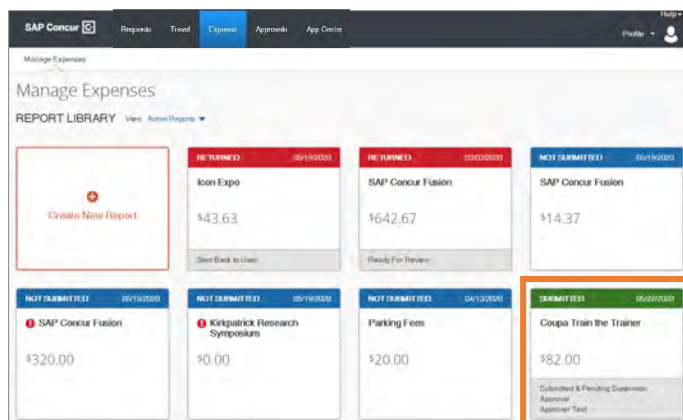
Recalling an Expense Report

If you submit an expense report and later find that you need to make changes, you can recall the expense report. Reports can be recalled as long as they do not have a status of “Pending Payment”. If a report is recalled during the approval process, it will restart the entire workflow approval process. Also, once an Expense Report is fully approved it cannot be recalled. Follow these steps to recall an expense report that you have submitted:

1. Click the **Open Reports** tile or tab.

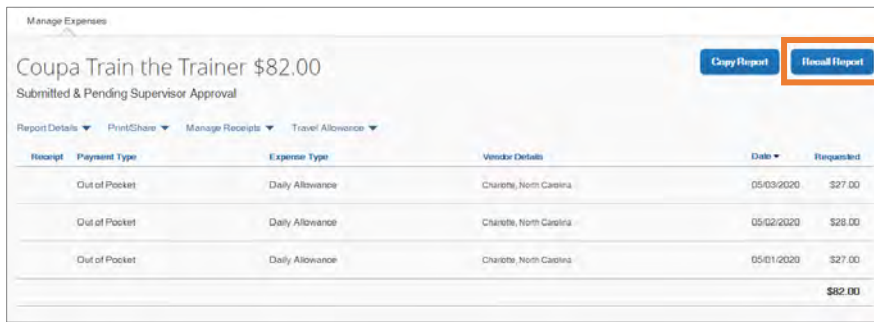


2. Click on the **Submitted** expense report.



Note: Expense reports that are in the process of being reviewed/approved will have a header with a status of “Submitted”.

3. Click the **Recall Report** button.



Manage Expenses

Coupa Train the Trainer \$82.00

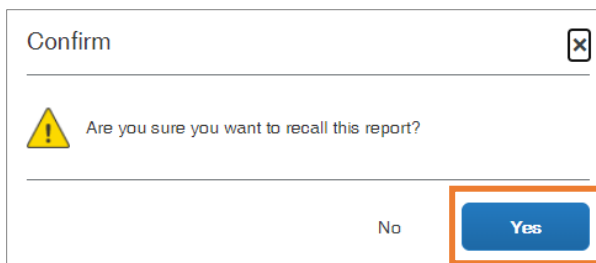
Submitted & Pending Supervisor Approval

Report Details PrintShare Manage Receipts Travel Allowance

Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
	Out of Pocket	Daily Allowance	Charlotte, North Carolina	05-03-2020	\$27.00
	Out of Pocket	Daily Allowance	Charlotte, North Carolina	05-02-2020	\$28.00
	Out of Pocket	Daily Allowance	Charlotte, North Carolina	05-01-2020	\$27.00
					\$82.00

Result: A confirmation pop-up message will appear.

4. Click the **Yes** button.



Confirm

Are you sure you want to recall this report?

No Yes

Result: The report will be recalled, the status changes to “Sent Back to User”, and the report can now be edited.

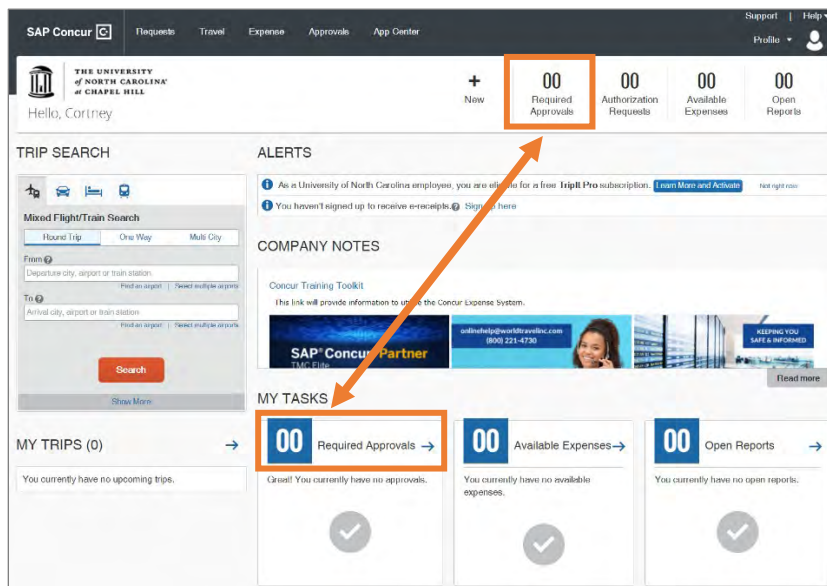
17. Reviewing and Approving Expense Reports

If you are an approver, you will need to review submitted expense reports and approve them for reimbursement. Approval delegates can also preview or approve expense reports, depending on their assigned permissions. You can view a list of any reports or requests waiting your approval from the Concur home pages in the My Task section, from the Approvals tab at the top of the screen.

Approving Expense Reports

Follow these steps to approve an expense report:

1. Click the **Required Approvals** tile or tab.



Result: The Approvals page will appear.

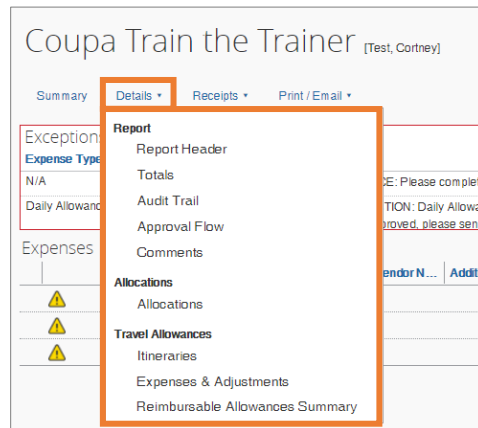
2. Click on the Report Name that you want to review for approval.

The screenshot shows the SAP Concur Approvals page. The top navigation bar includes tabs for Tickets, Travel, Expense, Approvals, and App Center. The 'Approvals' tab is active, and the 'Required Approvals' tile is highlighted with an orange box. Below the navigation bar, the 'MY TASKS' section displays three tiles: 'Required Approvals' (highlighted with an orange box and an arrow), 'Available Expenses', and 'Open Reports'. The 'Required Approvals' tile shows a count of 00 and a checkmark icon.

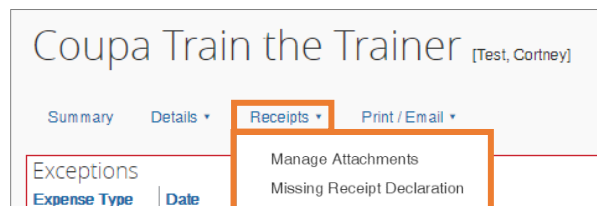
Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
Change Train the Trainer	Test, Courtney	09/19/2020	\$95.00	\$95.00
Learning up Lash Johnson	Test, Testes1	09/15/2020	\$0.00	\$700.00
ATD Conference	Test, Courtney	03/09/2020	\$348.10	\$348.10

Result: The Summary expense report will appear.

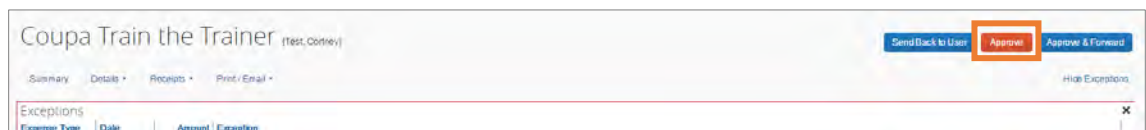
3. Click on the following to review the expense:
 - a. **Details** – This link dropdown option will display various elements of the expenses included in the report.



- b. **Receipts** – This link dropdown option will allow you to review attached receipts and add receipts if necessary.



4. Click the **Approve** button, to certify that you have reviewed the report and it is in compliance with University policies.



Result: A Final Confirmation pop-up window will appear.

5. Click the **Accept** button.



Result: The Expense Report is approved and will no longer be shown on your list of Pending Reports.

Approving and Forwarding an Expense Report (Adding an Additional Review Step)

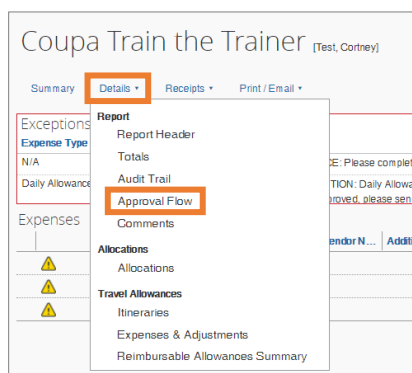
All approvers can add additional Approvers to an approval workflow. However, not all Approvers can Forward reports. The ability to Forward a report is dependent on the type of Approver a user is. Depending on the type of approver you are, the Concur system will determine the options that are available.

Important: If you need to add an additional step of approval, you must add the Approver or Business Officers before you approve the report.

Adding an Additional Approver or Business Officer

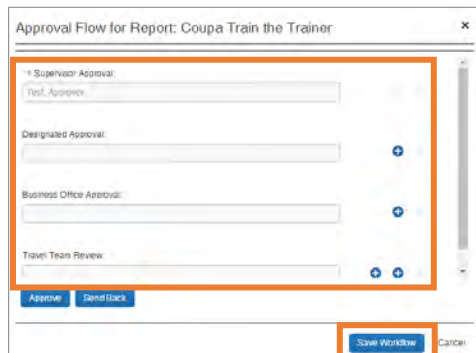
Follow these steps to add an additional approver, before approving a report:

1. Complete steps 1 to 2 from *Approving an Expense Report*.
2. Click the **Details** link drop-down.
3. Select **Approval Flow**.



4. Click the **+** icon where you wish to insert the approver.
5. Search for and select the additional Approver or Business Officer.

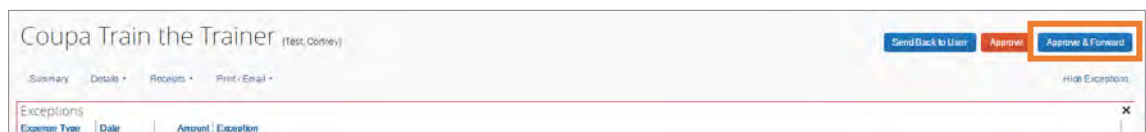
6. Click the **Save Workflow** button.



Approving and Forwarding an Expense Report

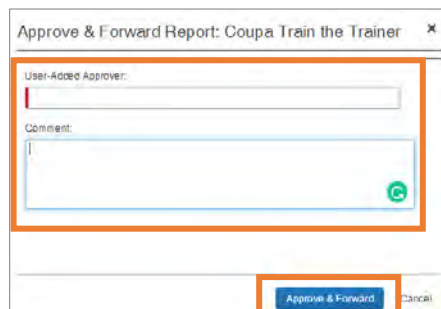
Depending on the type of approver you are, the system will determine what forwarding options are available. If you do not see the Approve & Forward button you do not have the ability to approve and forward the report. Approve & Forward updates the Approval Flow like the steps above, except it only gives you the option to add an additional approver as the immediate next step in the workflow. Follow these steps to approve and forward the expense report for additional review:

1. Complete steps 1 to 3 from *Approving an Expense Report*.
2. Click the **Approve & Forward** button to certify that you have reviewed the report and it is in compliance with University policies.



Result: An Approve & Forward Report pop-up window will appear.

3. Enter the name of the individual who will further review and approve the report along with any comments.
4. Click the **Approve & Forward** button.

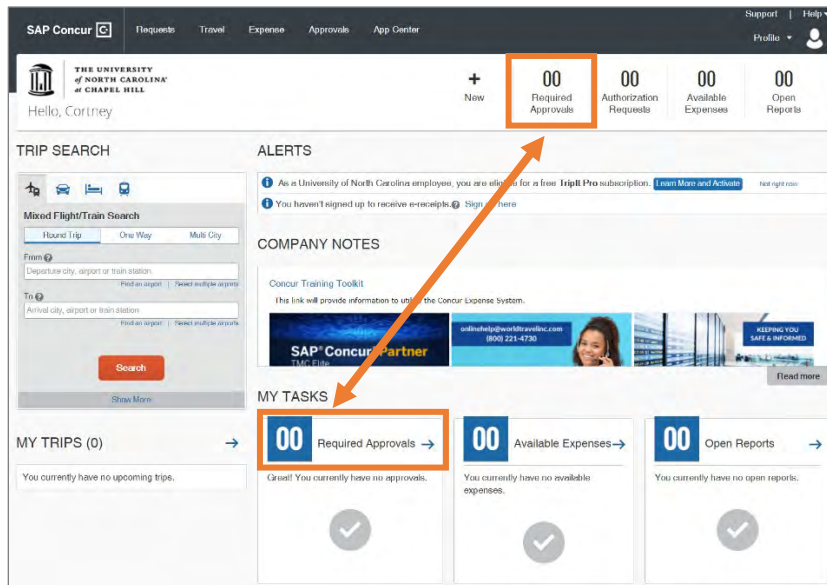


Result: The Expense Report is approved and will no longer be shown on your list of Pending Reports.

Sending an Expense Report Back to the User

Follow these steps to send an expense report back to the user:

1. Click the **Required Approvals** tile or tab.



Result: The Approvals page will appear.

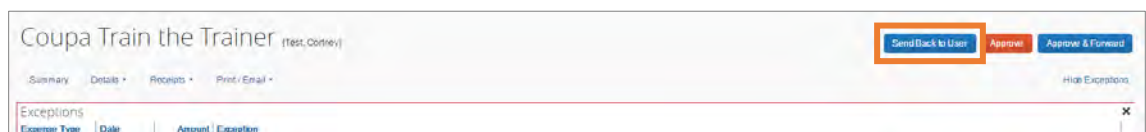
2. Click on the Report Name that you want to send back to the user.

The screenshot shows the 'Approvals' page in SAP Concur. It features a table of 'Expense Reports' with columns for Report Name, Employee, Report Date, Amount Due Employee, and Requested Amount. The 'Coupa Train the Trainer' report is highlighted with an orange box.

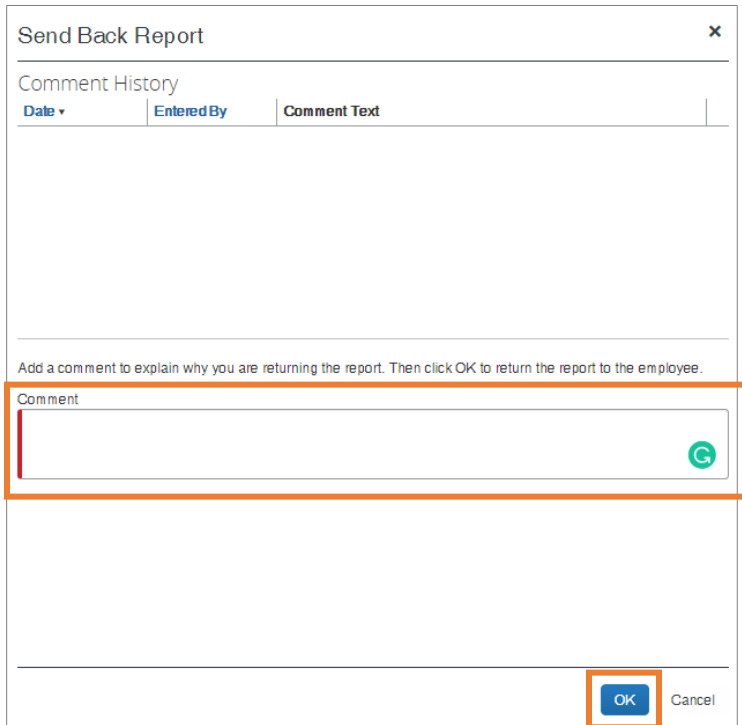
Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
Coupa Train the Trainer	Test, Cortney	05/15/2020	\$95.00	\$95.00
Learning up Lead Activities	Test, Traveler1	05/15/2020	\$0.00	\$700.00
ATD Conference	Test, Cortney	03/09/2020	\$548.10	\$548.10

Result: The Summary expense report will appear.

3. Click the **Send Back to User** button.



4. Enter comments explaining why you are returning the report, this is a required field.
5. Click the **OK** button.



The image shows a 'Send Back Report' dialog box. At the top, there is a title bar with the text 'Send Back Report' and a close button (X). Below the title bar is a 'Comment History' section with a table. The table has three columns: 'Date', 'Entered By', and 'Comment Text'. The table is currently empty. Below the table, there is a text input field labeled 'Comment'. The input field is highlighted with an orange border. To the right of the input field is a green circular button with a white 'G' icon. Below the input field, there is a horizontal line. At the bottom right of the dialog box, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with an orange border.

Date	Entered By	Comment Text
------	------------	--------------

Add a comment to explain why you are returning the report. Then click OK to return the report to the employee.

Comment








OK Cancel

Result: A pop-up confirmation message will appear. The request for approval will be removed from your pending approval list and returned to the user.

18. Concur Buttons and Icons

General Icons










The following icons can be found in Expense and Request and have the same meaning in each product.

Icon	Name	Description
	Exception	Indicates an exception must be resolved before submission.
	Quick Help	Indicates additional guidance or a helpful tip is available.
	Information	Indicates an exception that does not prevent submission.
	Alert/Warning	Indicates an exception that does not prevent submission.
	Calendar	Indicates that the user can click the icon to access the calendar popup.
	View Image	Indicates that the user can click the icon to view an image.
	Report Sent Back	Indicates that the approver sent a report back to the submitter with comments.

Expense Icons














The following icons can be found in Expense:

Icon	Name	Description
	Attendees	Indicates that an expense entry has associated attendees.
	Comments	Indicates that the expense or report contains a comment.
	Personal Expense	Indicates that an expense entry was marked as personal.
	Credit Card Transaction	Indicates that an expense entry originated from a credit card transaction.
	Credit Card transaction	Indicates that the credit card transaction includes additional data.
	Full Allocation	Indicates that the expense entry has been fully allocated.
	Partial Allocation	Indicates that the expense entry has only been partially allocated.
	Receipt Image Required	Indicates that an imaged receipt is required for this expense.
	E-Receipt Available	Indicates that an e-receipt is available in Available Expenses.
	Missing Receipt Affidavit	Indicates that a missing receipt is available in Available Expenses.
	Report Ready for Review	Indicates that the expense report has been reviewed by a delegate and is ready for delegator review and submission.
	Success	Indicates that all required approvals have been processed.

	Acting as Others	Indicates that the user is acting as a delegate for another user.
	Acting as Other User	Indicates that the user is acting as a delegate for another user.
	Profile Picture	Indicates that the user can add a profile picture to their Expense Profile.
	Personal Profile	Indicates that the user can click the icon to access their personal profile.
	Personal Car Mileage Calculator	Indicates that the user can click the icon to access the personal car mileage calculator.
	Mileage (Calculated)	Indicates when there is not location and only distance is provided.
	Mileage (Manual)	Indicates when there is not location and only distance is provided.
	Mobile Expense	Indicates that the expense entry was created in Mobile.
	Receipt Attached	Like other expense report entries, this entry has a receipt image attached to it.

Booking & Trip Icons

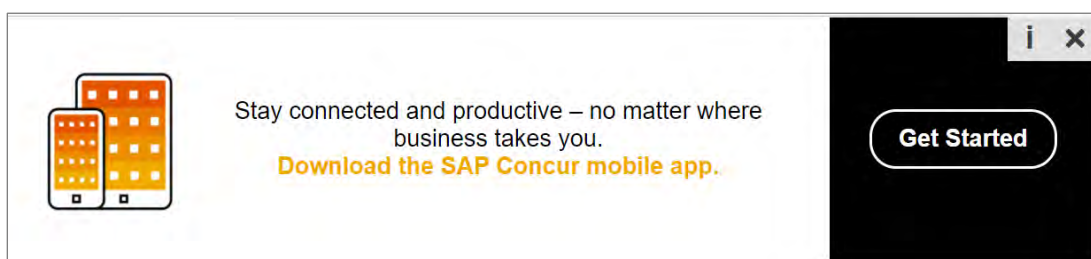
The following icons can be found in Travel:

Icon	Name	Description
	Fly America Act Compliant	Indicates that the flight is compliant with the Fly America Act.
	Mixed Flight/Train Search	Indicates that the user can click the icon to access the mixed flight/train search window.
	Hotel Search	Indicates that the user can click the icon to access the hotel search window.
	Car Search	Indicates that the user can click the icon to access the car search window.
	Train Search	Indicates that the user can click the icon to access the training search window.
	Flight Status	Indicates that the user can click the icon to view the statues of a flight.
	Finalize Trip	Indicates finalization of a trip.
	Flight Itinerary	Indicates flight itinerary information.
	Hotel Itinerary	Indicates hotel itinerary information.
	Car Itinerary	Indicates car itinerary information.
	Add Itinerary	Indicates a user can add itinerary to a trip.
	Warning Exception	Indicates that travel policy will be applied after the user selects the flight.
	Quiet Car	Indicates that the rail car has noise restrictions.

19. Using the Concur Mobile App

The Concur Mobile App allows you to keep track of your expenses from your mobile device. The application is free to download, and these instructions apply to iPhone and Android mobile devices. With the app you can:

- upload receipts,
- review and approve expense reports,
- itemize hotel charges,
- and more!



Begin by downloading the Concur Mobile application to your device. You will use the Single Sign On (SSO) method along with your ONYEN Username and Password to complete the sign in process.

Important: Do not create your own account. You must access your account using your ONYEN.

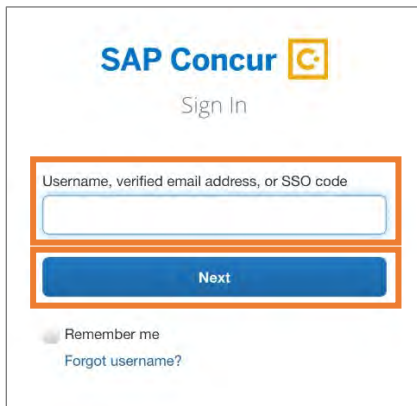
Signing into the Concur Mobile App

Follow these steps to sign into the mobile app:

1. Download the app to your device.
2. Open the Concur Mobile App.
3. Enter your ONYEN@unc.edu as the username.

Note: You may also enter your UNCCH email address if it has been verified on your Concur Profile.

4. Tap the **Next** button.



The image shows the SAP Concur Sign In screen. At the top is the SAP Concur logo. Below it is the text "Sign In". There is a text input field labeled "Username, verified email address, or SSO code". Below the input field is a blue button labeled "Next". At the bottom, there is a "Remember me" checkbox and a link that says "Forgot username?". The "Next" button and the input field are highlighted with an orange border.

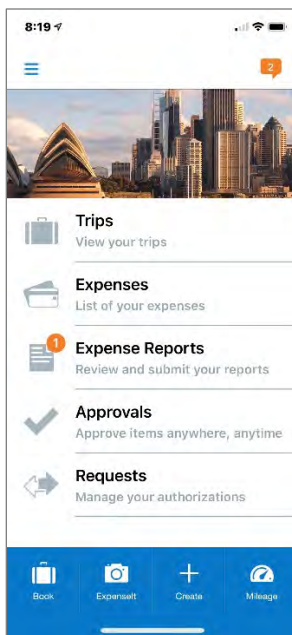
5. Tap the **Sign in with UNC SSO** button.



The image shows a screen with two buttons. The top button is labeled "Sign in with Mobile SSO" and the bottom button is labeled "Sign in with UNC SSO". The "Sign in with UNC SSO" button is highlighted with an orange border.

6. On the UNC-CH Single-Sign On screen, enter your ONYEN and password.
7. Tap the **Sign In** button.
8. Complete Duo Authentication.

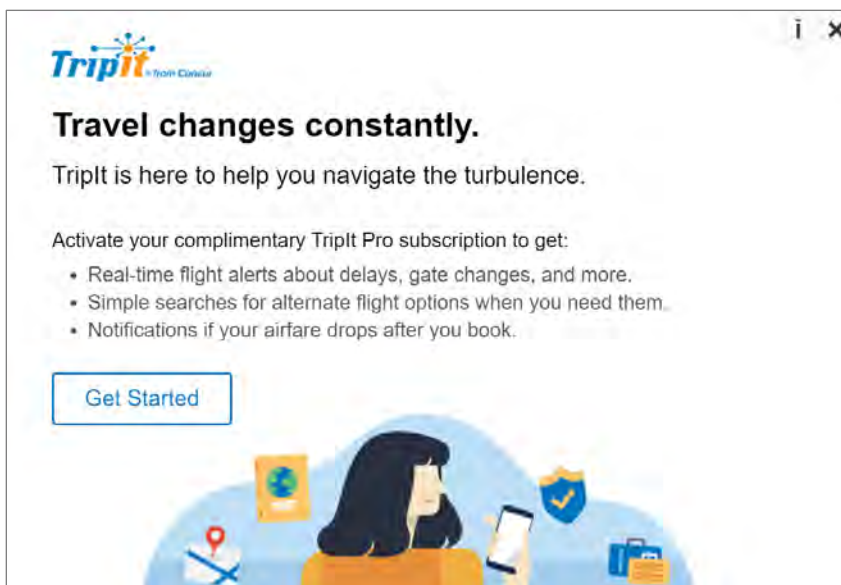
Result: You will see the Home screen of the app. From here you can perform many actions that you would normally complete using a computer.



20. TripLink

TripLink utilizes My Travel Network, and Triplt Pro app to help you organize and manage your travel bookings and receipts. It is an extended service that the University has purchased for all UNC-Chapel Hill Concur system users.

- **My Travel Network** - Leverages reward programs with Concur's connected travel partners to bring receipts directly into your Concur Expense profile.
- **Triplt Pro** - This app helps you organize your travel plans and receive real-time alerts and helpful reminders throughout your trip. To activate your Triplt Pro Subscription you must create a Triplt Account using your UNC-Chapel Hill email address before using the app.



To learn more about TripLink, enroll, and/or activate My Travel Network or Triplt Pro click the App Center on the banner in the Concur system or visit [Concur's Travel Made Easy webpage](#).

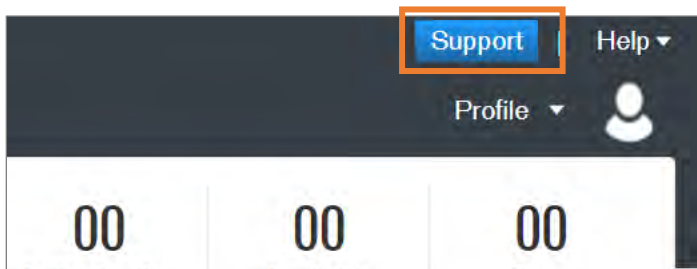
21. Resources for Help and Support

Concur User Support Desk

The Concur User Support Desk service provides supplemental support to users with Concur as the first point of contact. You can contact Concur regarding application questions, service requests, or for incidents involving unexpected behavior of any Concur software. You can also use this service to help accomplish a task in Concur. A Concur representative will provide direct support and be familiar with UNC-Chapel Hill's specific system configuration and capabilities built around the University's policies.

Follow these steps to contact the Concur User Support Desk:

1. Log into the Concur System.
2. Click the **Support** link.



Result: You will be redirected to the Customer Support Site.

World Travel Inc.

World Travel, Inc. is a global mid-market leader in corporate travel management and the designated travel agency for the University. Should you need assistance with booking a trip you can utilize their live chat feature for support within the Concur System or contact them directly. Live chat is available from 8:00 am to 8:00 pm (Eastern Standard Time). Also, if you need to book a trip outside of the Concur Travel System, contact your World Travel, Inc agent.





THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Welcome University of North Carolina Chapel Hill

Your Designated Agent Team: 877-602-4950

Calling from outside the United States? Please call: 484-948-2535

Monday-Friday 8:00a – 6:00p Eastern

Email your [designated UNC at Chapel Hill agents](#)

Training and Other Materials

Computer-based training (CBT) and quick reference cards (QRC's) are available to provide additional guidance on completing various task in the Concur system. Please visit the [UNC-Chapel Hill Travel Office webpage](#) to gain access to trainings and additional reference materials.

22. Frequently Asked Questions

Approvers, Delegates, and Workflows

Q: How soon can a delegate receive approvals after they have been added as an approval delegate?

A: Delegates will have immediate access to the approver que to which they have been assigned a delegate for, and they would only receive email notifications for new requests/reports once they have been submitted.

Q: Will approval delegates receive copies of approval emails?

A: Delegate can receive approval emails as long as the delegator has turned on the permissions setting for them to receive approval messages.

Q: If someone from another department travels on my department's funds, will both departments be included in the approval workflow?

A: If the traveler has a default approver on their profile, requests/reports will always flow to them first regardless of the funding source of travel. The additional approval workflow will depend on the chartfield string of the request/report. When the request/report is submitted, the request/report will route to the approvers of the chartfield string assigned. If the chartfield string is updated during the approval process, the workflow will update to include any other necessary approvers.

Q: If the primary approver (as designated in ConnectCarolina) travels, will their approval and expense report be auto approved or will their delegates be able to review/approve.

A: Department Approvers (as assigned in ConnectCarolina) must assign their supervisor as the Default Approver on their profile to ensure proper approval and workflow routing. If a traveler submits a report against the same department ID for

which they are an approver in ConnectCarolina, it will not go to them or their delegates for approval.

Q: Will approvers and delegates be able to review actions that are submitted for approval prior to them being added to their delegate or approval role?

A: Delegates have access to anything that is outstanding in the Approver's queue, and access to look at anything that has been previously approved by using search and filter options. Approvers only have access to requests/reports that are newly submitted or resubmitted for approval after they were added as an Approver.

Q: Can a submitter and approver be the same individual when submitting a request for reimbursement?

A: No one can submit on behalf of another end user, and no one can approve their own submissions. All end users must submit their own requests for reimbursement.

Q: How many people can you delegate to in Concur?

A: There is no limit to the number of delegates you can create.

Air Travel, Car Rental, and Hotel

Q: Why do I always see information about Basic Economy Fares when searching for Airfare?

A: The low cost of Basic Economy Fares can look very appealing, but we need to ensure that all travelers understand the restrictive nature of these fares before booking. While the university allows for the purchase of Basic Economy Fares, we do not encourage that travelers utilize them.

Q: What happens if I book a flight that is flagged as "out of policy?"

A: You will be able to book this flight, but will be asked to select an out of policy reason from a dropdown. You may also provide additional details to explain the out of policy

selection. This information will be reviewed during the expense report process to ensure that the traveler had an allowable exception to book out of policy.

Q: Should I purchase additional insurance for my rental vehicle?

A: If your vehicle will only be driven in the United States, you must decline the optional insurance offered by the rental car company. Insurance is provided for all university employees by the State of North Carolina and cannot be reimbursed. When renting a vehicle for travel outside of the United States, you should pay for the optional insurances offered. These expenses can be paid for on the T&E Card or submitted for reimbursement.

Q: Why am I seeing the Hotel Per Diem Locations page?

A: Some university travel is supported by Federal Funds. When this occurs, travelers may utilize the Federal per diems for meals and incidentals and should also stay within the Federal lodging rate for this location. This page is for information only, and may be ignored if it is not applicable to your travel.

Finance and ConnectCarolina

Q: If a traveler does not require CABS, what happens if a traveler takes a trip and incurs all expenses then submits a request for reimbursement?

A: Concur Request is the process in which travelers request pre-trip authorization, the State requires overnight travel to be pre-approved. An Expense Report must be submitted in Concur Expense for reimbursement of business travel related expenses.

Q: Can a user add a chartfield string to Concur System?

A: No, all chartfields are automatically loaded into Concur and updated nightly.

Q: Will a budget error in Concur stop a reimbursement from being issued?

A: No, transactions will go to CBM then a journal entry will be created. If a budget error occurs, the transaction will be charged to the default travel chartfield string as designated by the department.

Personal Meals and Per Diems

Q: Can reimbursed meals be reduced to a lesser amount than the per diem?

A: Per diem reimbursement amounts are hard-coded into the system. However, if the traveler wished to receive less than the full per diem, the individual should submit fewer meals for reimbursement.

Q: Are we allowed meal reimbursement for day trips?

A: No, personal meal per diems is only allowed when the travel requires an overnight stay.

Policy, Documentation, and Forms

Q: Were historical travel documents and information transferred to Concur?

A: No data or information from any travel prior to the go live date will be transferred to Concur.

Q: Is the Travel Acknowledgment form still required?

A: No, since the traveler will be submitting their own expense reports the Travel Acknowledgement form is no longer required.

Miscellaneous

Q: Do I have to submit a travel request in advance to travel that does not include overnight travel?

A: No, a travel request is only required if the traveler will incur airfare, lodging, or per diem expenses.

Q: Do student employees have access to use Concur?

A: Yes, all faculty, staff, and some student employees will automatically have access to Concur. For students who are not automatically loaded a formal process for requesting and reimbursing student travel is being developed.

Q: How early can travel requests be submitted?

A: Travel requests can be submitted as far in advance as necessary. However, expense paid for out-of-pocket will be reimbursed after the trip is completed.

Q: Is there any required training prior to gaining access to the Concur system?

A: No, but online training and additional support is available please review the section [*Resources for Help and Support.*](#)