

Frequently Asked Questions (FAQs) for Concur Users

General Questions

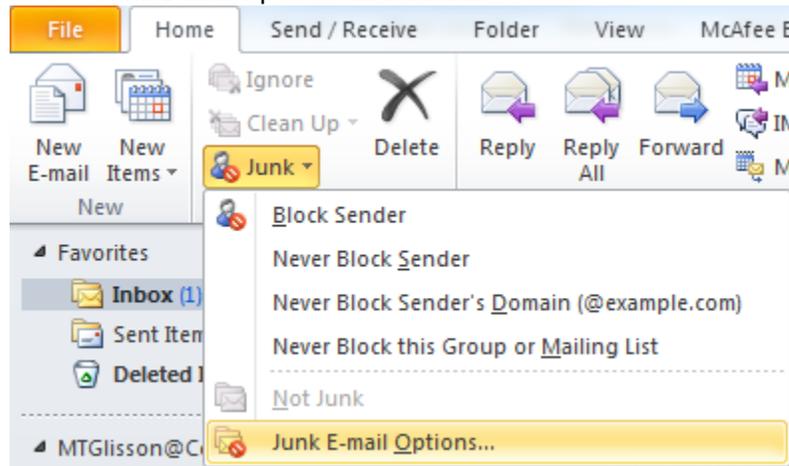
1. What is Concur? What can I do in Concur?
Concur is a Travel Management System that allows you to create/process Travel Requests, make on-line travel arrangements with the UH contracted travel agency (optional), and create/process Expense Reports to record expenses and initiate payments.
2. Who should be setup as a Concur user?
All employees who have travel related duties (i.e., travelers, supervisors, certifying signatories, unit heads, other approvers, Delegates, Travel Arrangers, Travel Card Custodians) and non-employee travelers (i.e., guests, prospective employees, students, contractors, future employees who will be reimbursed for moving expenses) should be setup as users in Concur.
3. What do I need to do to get user access in Concur?
Employees should go to PASS and click the Concur Travel Management icon to self-register. For non-employees, complete “Concur Travel System Access Form – Non – Employee” and process through DocuSign, or fill out the form and send to concur@central.uh.edu. The form can be found on AP Travel Website: https://uh.edu/office-of-finance/ap-travel/forms/concur-non_employee-access-form.pdf
4. What is a Unit Head?
Unit Head is an employee who approves Travel Requests for non-employee travelers in the department. Travel Requests for non-employee travelers must be approved by a Unit Head before they are routed to the certifying signatory.
5. What is the difference between a “Delegate” and “Travel Arranger”?
Delegates create or approve Travel Requests and expense reports for travelers. Travel Arrangers handle travel arrangements for travelers.
6. Can the “Delegate” and “Travel Arranger” be the same person?
Yes. Be sure to setup the person as both a “Travel Arranger” (in the traveler profile) and as a “Delegate” (in the Concur Request/Expense profile).
7. Do I have to use the on-line booking tool in Concur for all travel arrangements?
No. The on-line booking tool in Concur is optional. However, the Concur booking tool includes UH and state-contracted discounts for airfare, lodging, and rental cars, as well as the inventory of travel arrangements available through public websites like Expedia or Travelocity.
8. If I don’t use Concur to book travel, do I have to use Corporate Travel Planners (CTP)?
No. Corporate Travel Planners is the UH-contracted travel agency and supports booked travel made through Concur. CTP can also make group travel arrangements and book complex travel over the phone. However, UH departments are not required to use them.
9. Which internet browsers and operating systems are supported by Concur?
See the “Supported Configurations for Concur” document on the AP Travel website under Getting Started in Concur. **Note: Mac users who login through AccessUH should use Google**

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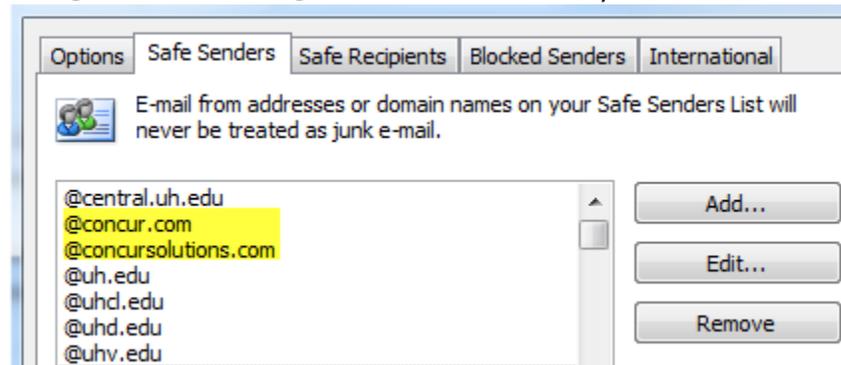
Chrome as their internet browser. Mac users who login through www.concursolutions.com can use Safari.

10. How do I ensure that I receive email notifications from Concur when action is required by me (to approve a Request or Report, etc.)?

Select "Junk E-mail Options" in Outlook.



Add @concur.com and @concursolutions.com to your Safe Senders list.



Travel Request Questions

1. For whom should I create a Travel Request in Concur?
A Travel Request should be created and processed for employee travelers and non-employee travelers (i.e., all students, all guests, all prospective employees, all future employees who will be reimbursed for moving expenses, and contractors if Travel Cards are used to pay for the contractors' travel expenses).
2. Can the Delegate create a Travel Request and submit it in workflow for all travelers?
Delegates may create Travel Requests but cannot submit them into workflow for employee travelers. Concur requires employee travelers to review and submit their own Travel Requests in workflow. However, Delegates can create Travel Requests for non-employee travelers and submit the requests into workflow for them.
3. How can I add another approver for Travel Requests?

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Once Travel Requests are in workflow, a user can click on the “Approve & Forward” button and enter an additional workflow approver. After the user approves the Request, it will be sent immediately to the additional approver. After the additional approver approves, the Request will be sent to next workflow approver.

4. What if the name of the next approver in the Approval Flow tab is blank?

Type an asterisk (*) in the blank box where the name should be and a list of approvers will appear. Select one of the approvers.

Certifying Signatory Level 2:

You can also start typing the name of the next approver, if you know it. If you still can not find, contact concur@central.uh.edu for assistance.

5. What do I need to do if the traveler’s schedule is changed after the Travel Request was fully approved?

For non-significant changes which do not affect the business purpose of travel, you do not need to re-create a Travel Request. Such cases include a change of the traveler’s departure date or return date by a day or so. You can prepare an explanation and upload it to the Expense Report. However, the expense report name will have to reflect the actual travel date. The certifying signatory may want to route the Expense Report to the traveler’s supervisor for his/her approval, if needed.

For significant changes that affect the purpose of travel, you will need to create a new Travel Request and inactivate the old Travel Request. Such cases include a cancellation of the original trip and scheduling a new trip instead due to an unexpected business meeting.

6. How is the Export Controls and Travel Embargo Form handled in Concur?

All employees who travel to destinations outside the United States will complete the Export Controls and Travel Embargo Form and upload the completed form to their Travel Requests.

7. Do I need to send a copy of Travel Request to the Office of Research Policies, Compliance, and Committees (ORPCC) for Conflict of Interest verification?

The Concur Travel Request has a section where you can indicate if the travel is paid in part by a non-UH third party. If so, the user is asked to identify the name of the third party and percentage of travel (100% or less) that will be paid by the third party. The user is also asked if the traveler is a principal investigator (PI) with a public health service (PHS) grant or if the PI’s salary is paid in part with a PHS grant. If either case is true (PHS PI or salary paid by PHS), ORPCC receives an automated email about the trip so they can follow-up with the PI later to complete required reporting. Therefore, you do not need to send a copy of the TR or send notification to ORPCC, and ORPCC approval is not needed to take the trip. ORPCC is simply notified to follow-up with the PI later.

8. How are the Travel Advances handled in Concur?

Travel Advances may be issued only for employee foreign travel or for group travel. To receive Travel Advances, the Concur access form must indicate that the employee traveler is “eligible” for Travel Advances. Travel Advances are referred to as “Cash Advances” in Concur and the required amount would need to be entered in the traveler’s Travel Request for the trip.

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When a Travel Request is submitted into workflow for approval, the Travel Advance request is submitted into workflow at the same time. After the Travel Request is fully approved, the Travel Advance goes to the designated approver for Travel Advances in the department (usually the College/Division Administrator) and then to Accounts Payable. After the Travel Advance has been approved, an overnight process will create a Voucher in the Finance System to issue a Travel Advance payment to the employee traveler.

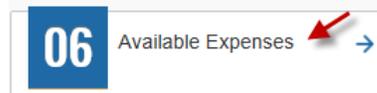
Travel Card Charge Questions

1. GCMS will no longer be used for recording travel expenses (accounts and cost centers). How does Concur handle the Travel Card charges?

CITI loads all Travel Card transactions to Concur. Travel Card Cardholders and Custodians will see those transactions listed in their queue and create Expense Reports for them in Concur. When the Expense Reports are approved by AP, Concur creates a file and loads the transaction information to the Finance System which creates journal entries to record the expenses to the appropriate cost centers.

2. Where do you see the Travel Card charges?

If you are an Individual Travel Card Cardholder or Department Travel Card Custodian, you will see your card charges in your Concur queue. You can click on “Available Expenses” to view your charges.



3. Is there a due date to create Expense Reports for Travel Card charges?

The deadline for submitting Expense Reports to Accounts Payable for Travel Card transactions listed in Concur will be the 25th of the month following the month in which those transactions occurred. For example, Travel Card charges with a transaction date in September (September 1 – September 30) must be submitted to Accounts Payable on an Expense Report by October 25 in Concur. If the 25th falls on a weekend or holiday, the due date will be the following business day unless otherwise announced by AP.

4. How should I handle unauthorized Travel Card charges in Concur?

Select “Unauthorized Charge on UH Credit Card” for the Expense Type. Concur will charge the transaction to your requested cost center and account 12121, A/R Unallowed Credit Card Expense, in the Finance System. When the traveler reimburses the amount to UH, the department will need to create a journal debiting Cash and crediting account 12121 and the department cost center that was originally used to record the debit entry for the 12121 transaction.

5. What is the benefit of having an Individual Travel Card rather than Department Travel Card for Concur?

Individual Travel Card charges are listed in the traveler’s (Cardholder’s) queue. If the traveler has all the necessary documents for his reimbursement before the due date to submit Travel Card expenses, he can create one Expense Report to record his reimbursements and the Travel Card expenses.

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Expense Report Questions

1. Can Delegates create and submit the Expense Reports in workflow?
Delegates may create Expense Reports but cannot submit them in workflow for employee travelers. Concur requires employee travelers to review and submit their own Expense Reports into workflow. However, Delegates can create Expense Reports for non-employee travelers and submit the reports into workflow for the non-employee. Non-employees do not log into Concur.
2. How can I add another approver for Expense Reports?
Once Expense Reports are in workflow, a user can click on the “Approve & Forward” button and enter an additional workflow approver. After the user approves the Expense Report, it will be sent immediately to the additional approver. After the additional approver approves, the Expense Report will be sent to next workflow approver.
3. What if the name of the next approver in the Approval Flow tab is blank?
Type an asterisk (*) in the blank box where the name should be and a list of approvers will appear. Select one of the approvers.

Certifying Signatory Level 2:

You can also start typing the name of the next approver, if you know it. You don't need to select the name of someone in Accounts Payable to approve. The Accounts Payable approval box can be left blank.

4. Is the Expense Report automatically routed to the Tax Department if necessary?
Yes. In the Expense Report header, if you indicate that “the traveler is both a non-employee and a foreign national” or “all receipts were not submitted within 60 days after a trip or moving expenses”, Concur will automatically route the Expense Report to the Tax Department.
5. Are receipt photos accepted as a backup document?
Yes, receipt photos are accepted as a backup document for Expense Reports as long as they are legible.
6. Do I need to upload a copy of a mapping service website (e.g., MapQuest) to Expense Reports for mileage reimbursements?
Concur has a built-in Mileage Calculator (Google Maps) which calculates the mileage based on addresses entered. Click on the “Mileage Calculator” icon and compute the mileage so you do not have to upload print-outs from other mapping service websites.
7. What is the difference between “Unauthorized Charge on UH Credit Card” and “Personal Expense (do not reimburse)”?
“Unauthorized Charge on UH Credit Card” is for unauthorized Travel Card charges. Do not checkmark the box indicating “Personal Expense (do not reimburse)” for unauthorized Travel Card charges. The box indicating “Personal Expense (do not reimburse)” is used only for travelers who download and utilize the “ExpenseIt” app and only when their e-receipts include some personal, out-of-pocket expenses for which they will not be reimbursed.

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8. A traveler brought back a paper hotel receipt that includes a personal charge. (This is not an e-receipt through Expenselt.) Do I need to record the personal charge in Concur?

No. Just indicate which charge is personal on the hotel receipt, upload the receipt to Concur, and record the amount to be reimbursed in Concur. For example, the traveler's hotel receipt total was \$100; \$75 was for the traveler's room and \$25 was personal. You will simply enter \$75 for his room in the Expense Report, note that \$25 is personal (non-business), and upload the receipt as a backup document.

9. When can I expect my reimbursement payment?

Concur creates a daily file for Expense Reports approved by AP during the day. Concur sends a file of approved Expense Reports to the Finance System overnight to create appropriate Vouchers and Journals in the Finance System. If there are no budget issues, the Vouchers will issue a payment the same business day the Vouchers are created. For example, if your Expense Report was approved today (Monday), the payment will be issued tomorrow (Tuesday), assuming the cost center provided on the Expense Report had no budget issues. If there are budget issues, AP will change the account on the Voucher to 20113, Concur Liability, and approve the Voucher for payment. In this case, the payment will be issued within one business day following the correction. Make sure the vendor status is "Approved" and "Open to Order".