Concur Travel Training

Presenters: Sherry Guernsey and Steve Jackson
Agenda

- Concur Roles
- Mobile Apps
- Travel Card & Cardholder Responsibilities
- How Does it All Work Together?
- Support
- Complete Your Profile and Create an Expense Report
## Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
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<tr>
<td>Traveler</td>
<td>A person who travels on behalf of university business.</td>
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<tr>
<td>Travel Arranger</td>
<td>An individual who books travel on behalf of a traveler. <em>(aka: Assistant)</em></td>
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<td>Expense Delegate</td>
<td>An individual who can create an expense report on behalf of a traveler.</td>
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<td>Supervisor/HR</td>
<td>The traveler's HR Supervisor who is listed in Workday.</td>
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<td>Supervisor/BI Manager</td>
<td>An individual responsible for the accuracy for the account charged and that the expenditure is appropriate for the account function on a Request and Expense report.</td>
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<td>KFS Org Manager/Cost Object Approver (COA)</td>
<td>A person who is responsible for reviewing and approving expense reports for policy compliance.</td>
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<td>Expense Processor</td>
<td>A person in DFA who will issue cash advances.</td>
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<td>Cash Advance Admin</td>
<td>A central role within DFA who will oversee the system.</td>
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<td>Administrators</td>
<td>An individual who utilizes the Concur Business Intelligence Module for reporting purposes.</td>
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<td>Report Users</td>
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Mobile Apps from Concur

Which App to Use When

- Manage your itinerary: Book, change or cancel flights, hotel, car and rail reservations.
- Create and submit expense reports.
- Capture images of your receipts.
- Upload photos of your receipts using ExpenseIt which is included within the Concur mobile app. ExpenseIt will read your receipt with optical character recognition (OCR), and automatically creates and categorizes expenses. It can even itemize hotel bills.
- *Submit supporting documentation that is not a receipt, such as premium airfare approvals, email approvals, or other images. Email these items to receipts@concur.com. They will appear in Concur under Available Receipts and can be attached to your trip.
- See all of the receipts you’ve submitted in your Available Expenses in Concur, where you can itemize them and attach them to your Expense Report.
- Submit electronic (email) receipts to Concur by emailing them to receipts@expenseit.com.

- View your itinerary – even plans that you don’t make in Concur, such as restaurant reservations.
- *Submit itineraries (email confirmations for flights, hotels, etc.) booked outside of Concur to plans@concur.com and the information will appear in TripIt.
- Keep track of your reward-program points (and miles) in one spot.
- Receive check-in reminders.
- Receive real-time alerts for delays, cancellations, and gate changes.
- See when the airline seat you want becomes available.
- Find alternate flights with open seats.
- Receive alerts when you’re eligible for a flight refund (even for your personal trips).

*NOTE: Make sure you send your email from one of the email addresses you register in Concur. If your Travel Arranger or Expense Delegate (registered in Concur on your profile) is submitting itineraries/documentation for you, they must add your NetID email address (NetID@cornell.edu) in the subject line of emails they send.
Cornell Travel & Meal (T&M) Card

- Corporate-liability card where the university will pay the bill
- Direct pay airfare without processing invoices
- Automatic feed of transactions into Concur
- Does not preclude traveler from earning reward points/miles from hotels and airlines
- Cornell’s Tax ID # is displayed on the card
- Reduce paper receipts
- Reduce cash advances
Cornell Travel & Meal (T&M) Card

• What can the card be used for?
  – All business-travel related expenses and any Group, Business, Hosted, “local” meals
  – Prepay airfare in advance, conference registrations, etc.

• Cardholder Statement Responsibilities:
  – The cardholder will receive a monthly statement in the mail at their home address
  – Review your monthly statement to ensure you recognize all charges and there is no fraudulent activity on your card.
  – If you suspect fraud, contact US Bank immediately
  – Cardholder has 60-days from the statement date to submit a fraud case to US Bank. After 60-days, Cornell is responsible for the liability of the expense.
How Does it All Work Together?

Concur Travel and Expense Process

Booking travel

Travel itinerary

E-receipts (participating vendors)

Corporate card transaction data

Spend

Capturing receipts

Available receipts

Enter expenses

Available expenses

Expense report

Travel & e-receipts

Card & capturing receipts

Filing expenses
Creating and Submitting your Expense Report
concur.cornell.edu