FAQs

1. Who is the Travel Agency that CSUMB is using?
   The new Travel Agency is Christopherson Business Travel. Contact information is located on the Concur main page.

2. What if I book outside of Concur Travel? How do I get reimbursed?
   Please ensure your trip has been formally approved before booking travel.
   An expense report can be initiated from an approved request and submitted to obtain reimbursement. However, by not booking through Concur you will lose some of the efficiencies and negotiated rates that the system provides.

3. Can someone be able to make my travel arrangements for me?
   Yes. You can assign access in your profile to as many travel arrangers as you need. Go to your Profile and either scroll down the page to the "Assistants and Travel Arrangers" section, or click "Assistants/Arrangers" from the My Profile menu on the left side of the page. Click Add an Assistant to add the person who you would like to authorize to book your travel. This person can update your profile and make any travel arrangements for you. Check the box to set as someone who can book travel. Arrangers or assistants must have their own login.

4. Can someone be able to create my request and expense reports for me?
   Yes. A delegate can create request & expense reports on a traveler's behalf. The delegate can create the reports, but the traveler is required to submit it. This replaces the signature requirement. This can be done via a smartphone, which should decrease the processing time/reimbursement time.

5. How do I know where my submission is in the process?

   You can obtain real time information about where your submission is in the process flow. For requests, choose request tab and review status of each request listed. For expense reports, choose expense tab and you will see the status noted on the expense reports tile. Statuses include:

   - Not submitted – awaiting submission by traveler.
   - Submitted, pending reports to approval – awaiting "one up"/reports to approval.
   - Pending cost object approval – awaiting minimum signature authority defined by campus (for requests).
   - Approved – all necessary approvals obtained.
   - Pending accounting review – expense report is in queue for Accounts Payable review to process payment.
   - Sent back to user – when a report or request is sent back for correction or missing information. After corrections are made the transaction must be submitted again for another cycle of review/approval.
   - Sent for payment – when Accounts Payable review is complete and it has been forward to last step of processing payment/recording in our accounting system.

6. How do I sign up for the Concur mobile app?
   The traveler can sign up for the Concur Mobile Registration through the Profile Settings.

7. What are e-receipts in Concur?
   e-Receipts are electronic itemized receipts that can be accepted in lieu of a scanned or attached receipt file. Employees are able to receive e-Receipts for transactions from vendors who have an e-Receipt agreement with Concur.

8. How do I enable e-receipts in Concur?
   To enable e-Receipts, employees must login to Concur. Click the Profile tab to view your profile options, and then select E-Receipt Activation. The E-Receipt Activation and User Agreement window will open. Read the agreement and then click "I Agree" to complete the e-Receipt activation.

9. What should I do with my original receipts?
   Employees should keep original receipts until the report is fully approved and reimbursement received. In case the scanned/faxed receipts cannot be read, you will be able to re-attach them to the report in Concur Expense. Receipts must be scanned and attached to the reports in Concur Expense.

10. How will the manager know that a Travel Request/Expense Report needs to be approved?
    Manager is notified about pending travel requests and expense reports for approval through email notifications and by seeing a list of pending approvals when they log in, which can also be accessed through the "Approvals" tab.

11. What is the deadline for submitting an Expense Report?
    The expense report needs to be submitted within 60 days from the travel end date.

12. What are "unintended transactions" and how to identify these transactions in Concur?

    Unintended transactions are charges on a company credit card (Travel card) that were either accidentally made or are personal expenses that need to be marked as such and not reimbursed. When reconciling, create an expense report or import the transaction and mark it as a "Personal Expense (do not reimburse).