Otter Travel Desk
travel@csumb.edu

Travel Request Guide

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January 02, 2025

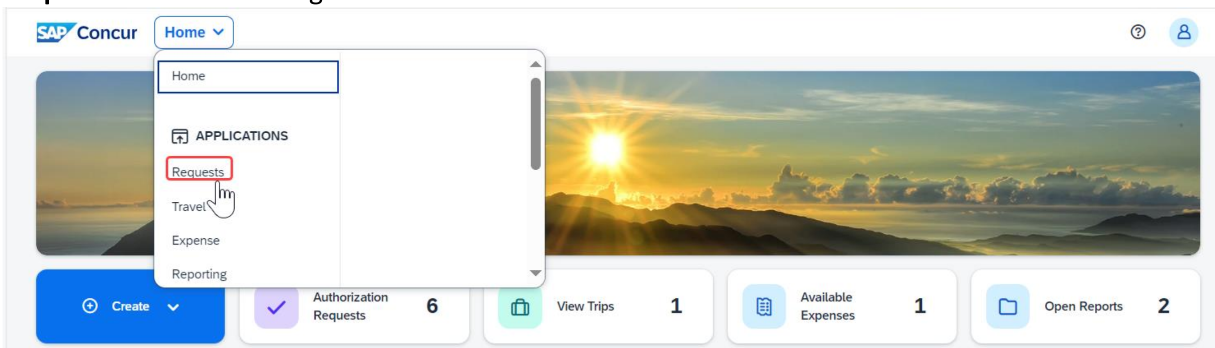
Creating a Travel Request

Note that the screen captures included in this document may look slightly different on-screen due to the fluid nature of the Concur pages which will resize and adjust based on the window or monitor size.

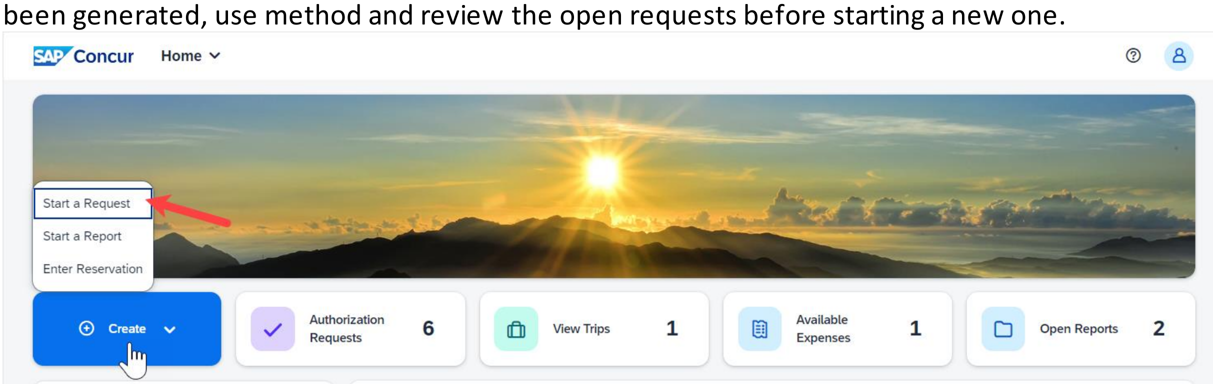
Request Header

1. To create a request, use one of the following methods:

    a. On the top banner select **Home** > **Requests**, then on the resulting page select the **"Create New Request"** button at the right



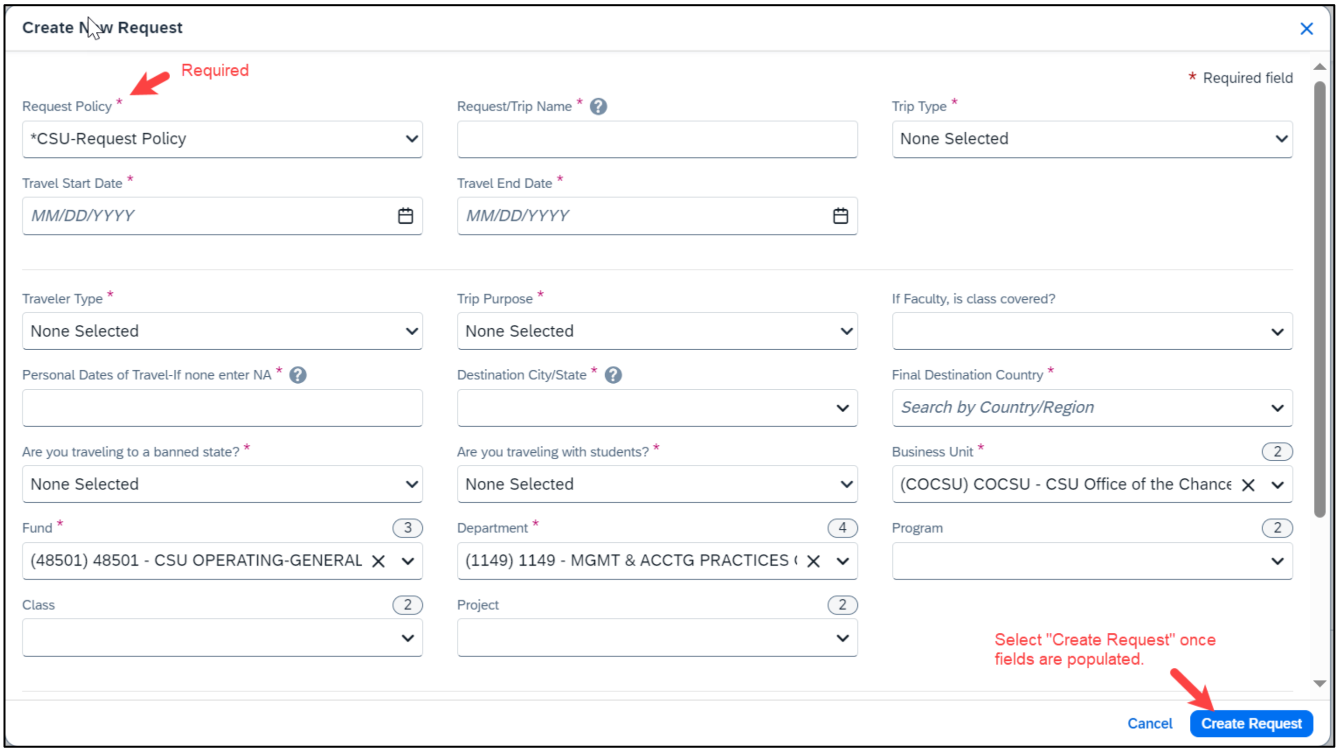
    b. OR select the "**Create**" button and **"Start a Request"**. If you are unsure if a request has already been generated, use method and review the open requests before starting a new one.



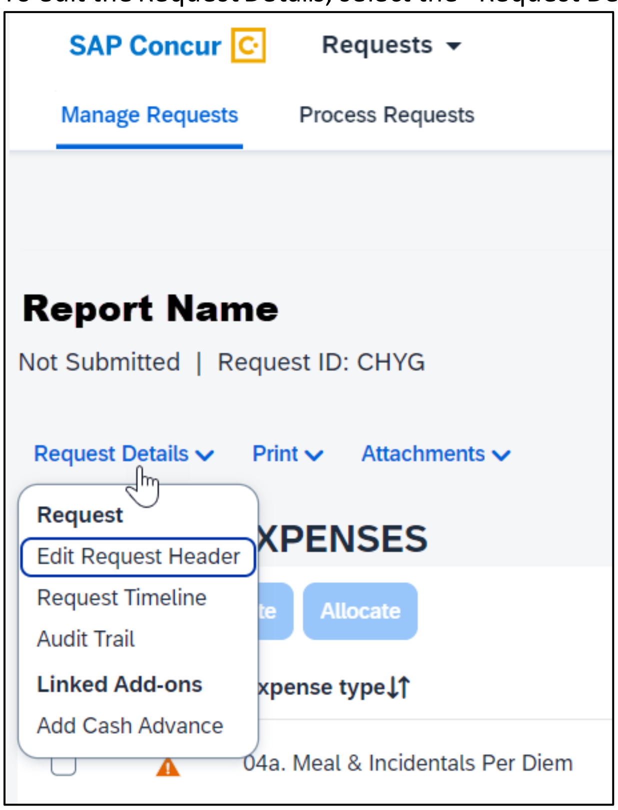
2. The **Request Header** window appears.

3. On the **"Create New Request"** window, enter your travel information in the fields provided. All fields identified with an asterisk (*) are required.

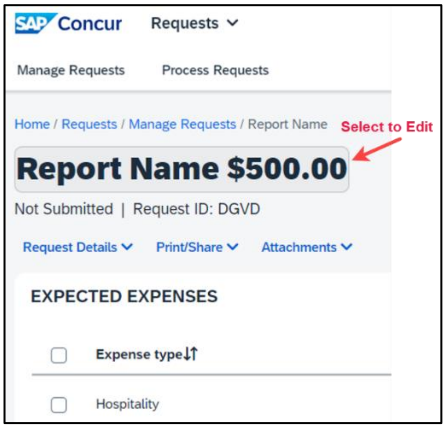
4. After completing the fields, select **"Create Request"**.



5. To edit the Request Details, select the "Request Details" drop-down menu, then "Edit Request Header".



a. Or, by selecting the title



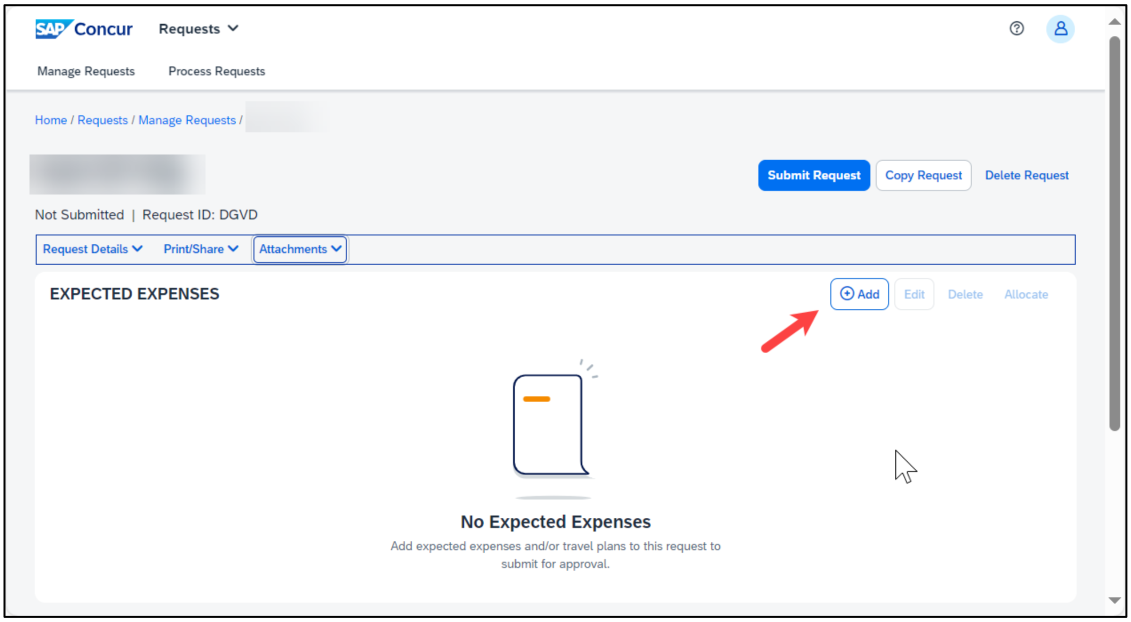
Request Header Fields Defined: For detailed information on each of the fields, see the field descriptions in the table below.

Field Name	Description
Request/Trip Name	Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21).
Trip Type	Select from the drop-down list. In-State-Travel within CA, Out-of-State- Travel to other US State or Territories (ie. Puerto Rico), International-Travel to a Foreign Country
Travel Start Date	Date business expenses start. If personal days precede business dates, please be sure to still set travel start date to the date you leave for the trip.
Travel End Date	Date business expenses end. If personal days are after business dates, please be sure to still set travel end date to the date you return from trip.
Traveler Type	Select from the drop-down list.
Trip Purpose	Select from the drop-down list. 1. Athletics – any athletics or team travel, except recruitments. 2. Campus Visits (Chancellor's Office Only) 3. Competition – non-athletic competition such as debate, dance, etc. 4. Conference – a formal meeting that typically takes place over multiple days and involves people with a shared interest, especially one held regularly by an association or organization. 5. Employee Recruitment/Interview – only intended for non-employee policy. Global audit rule exists to prevent usage on employee policy. 6. Field Research - the collection of data outside a laboratory, library, or workplace setting. 7. Field Trip – triggers group travel guidelines, typically includes travelling with students. 8. Meeting – in person gathering of two or more people outside of the local area to achieve a common goal/business purpose, such the members of a committee. Typically includes multiple expense types (example: air travel, mileage, overnight stay)

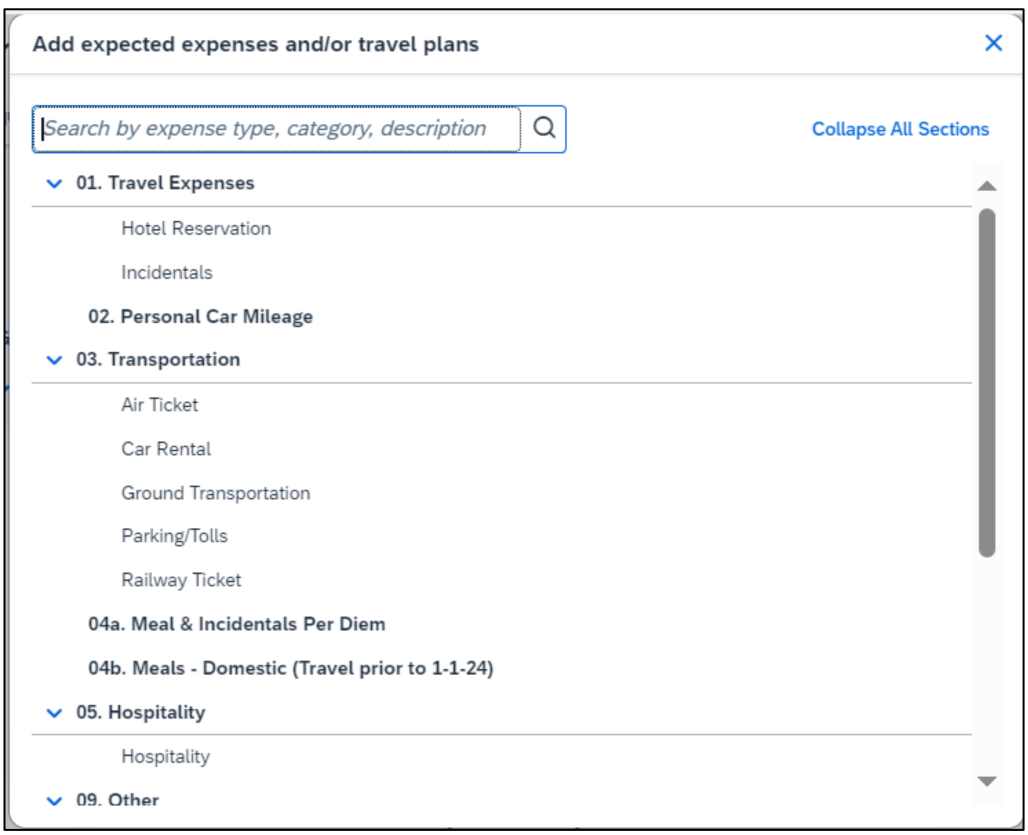
Field Name	Description
	9. Mileage/Parking Only – intended for mileage, parking, tolls for day trip (not overnight) such as travelling to local or a satellite location. May be reoccurring. 10. Other – selected when no other category applies. 11. Presentation – intended for speakers that travel to another location to participate or present a topic. 12. Professional Development – targeted training session, career training, continuing education, classes/workshops not part of a conference. 13. Recruiting – athletics, student, outreach or other. 14. Unintended Transaction – a non-travel related credit card expense which must be reconciled within Concur. Typically, the incorrect payment method was selected by mistake.
If Faculty, is class covered?	Only Required for Faculty. Select from the drop-down list.
Personal Date of Travel	Enter all dates which are personal. If none, place NA in field.
Destination City/State	If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.
Final Destination Country	The country will pre-populate based on the destination city selected.
Are you traveling to a banned state?	Select "No" from drop-down list unless travel was prior to the date the ban was repealed (9/14/23). This option will be removed beginning in FY24.
Are you traveling with students?	Select from the drop-down list.
Chartfield	Chartfield String will pre-populate based on your dept. If necessary, changes can be made by traveler or approver.

Adding Projected Expenses to Travel Request

1. The Expected Expenses page will display. Select **"Add"**. At least one projected expense must be added to submit the request.

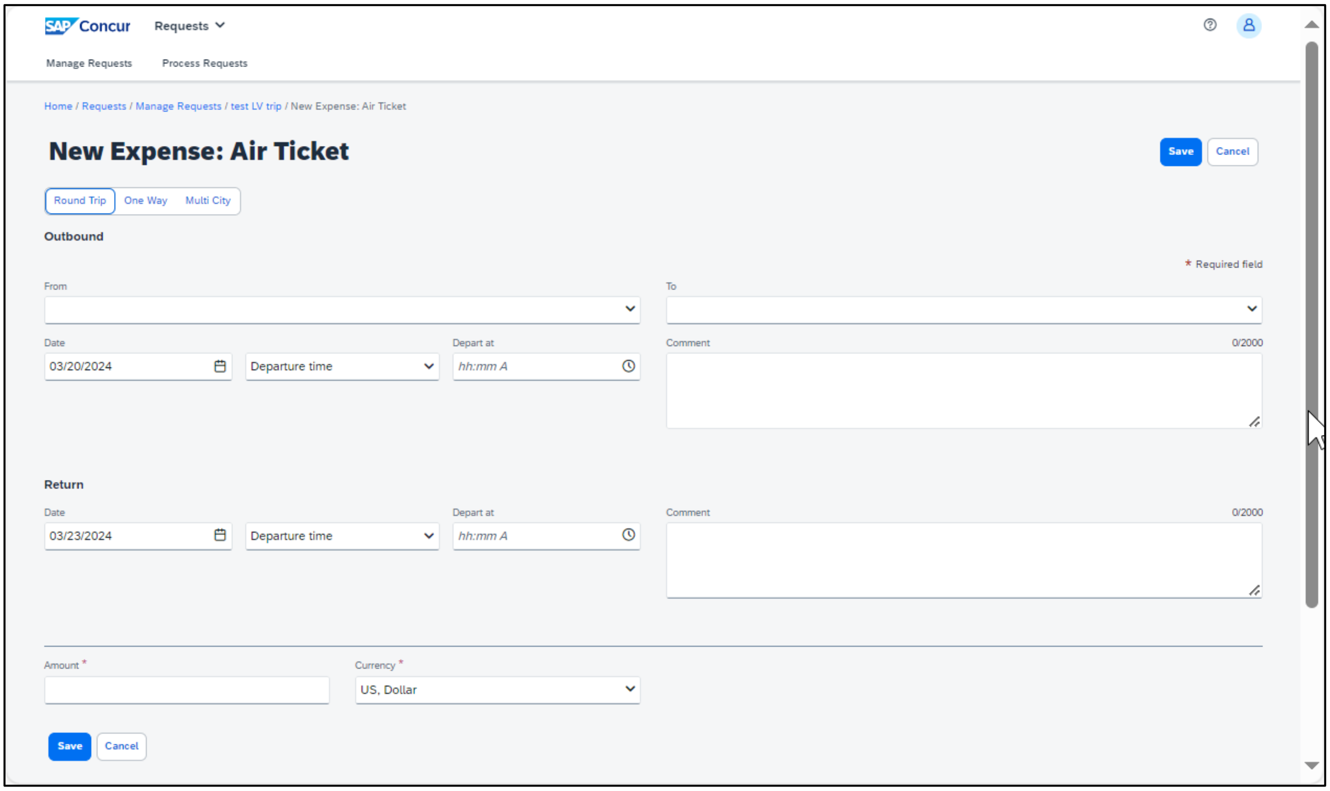


2. From the drop-down list, select the appropriate category to best project expenses for your travel or using the search function.



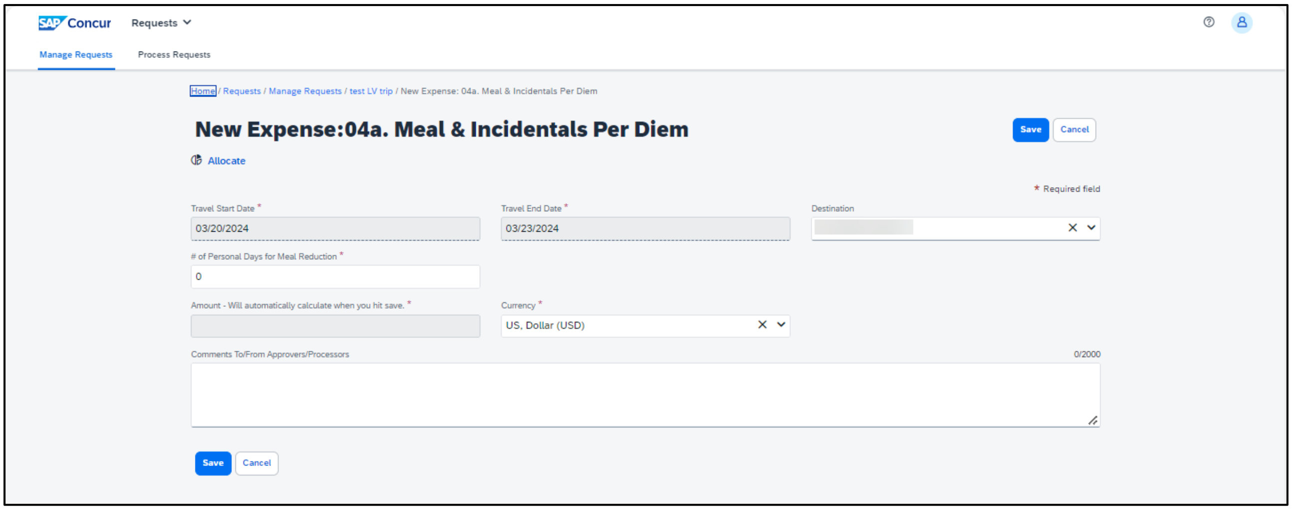
3. Continue to **“Add”** expenses until the request reflects the full anticipated cost for the trip that the traveler is seeking to be paid by the university. Enter meaningful estimates for the expense. Note: If the budget is limited, please make sure your travel request clearly describes the limitation.

Air Ticket Expense



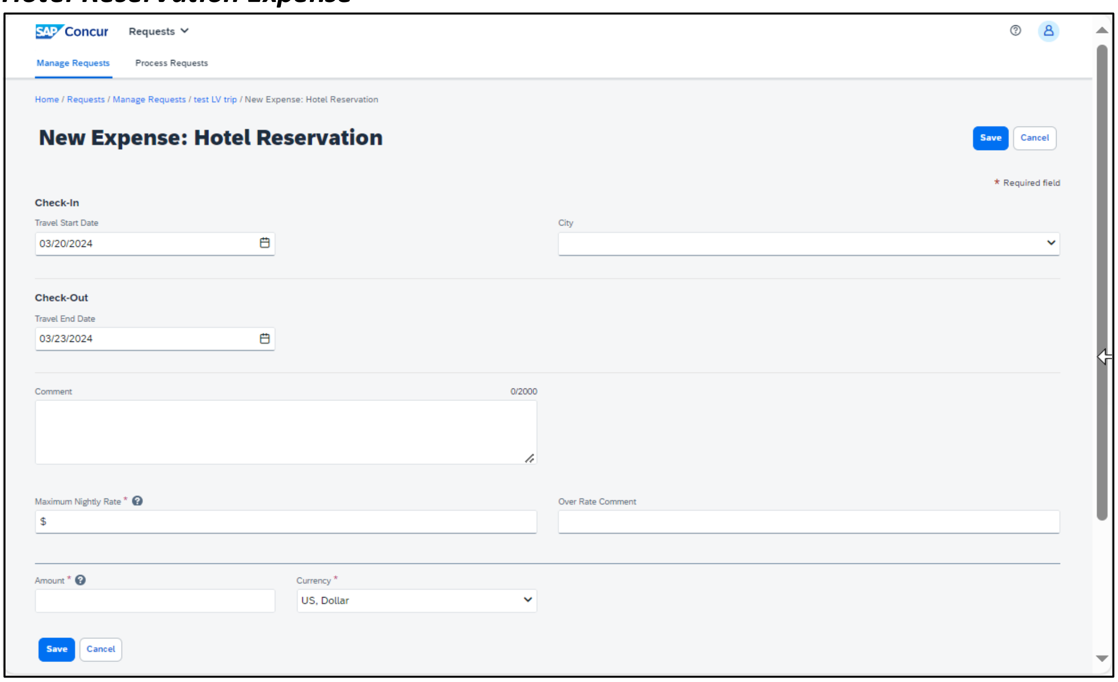
1. Select Round Trip, One Way or Multi City. (optional)
2. Enter the **“From”** and **“To”** locations in the Outbound section. If round trip, populate the Return section also. (optional)
3. Enter Outbound and Return flight **“Date(s)”** and **“Depart at”** times. (optional)
4. Enter total airfare **“Amount”**.
5. Add **“Comments”** as necessary.
6. Select **“Save”** to add the expense to your Travel Request form.

Meals



1. The destination should carry in from the header, but if the destination is different, enter the **"Destination"**.
2. If appropriate, enter the personal (# of days) for reduction. ***Reason…***
3. Enter **"Comments"** if necessary. (optional)
4. Select "**Save**". The system will calculate the max M&I based on destination and dates of travel.

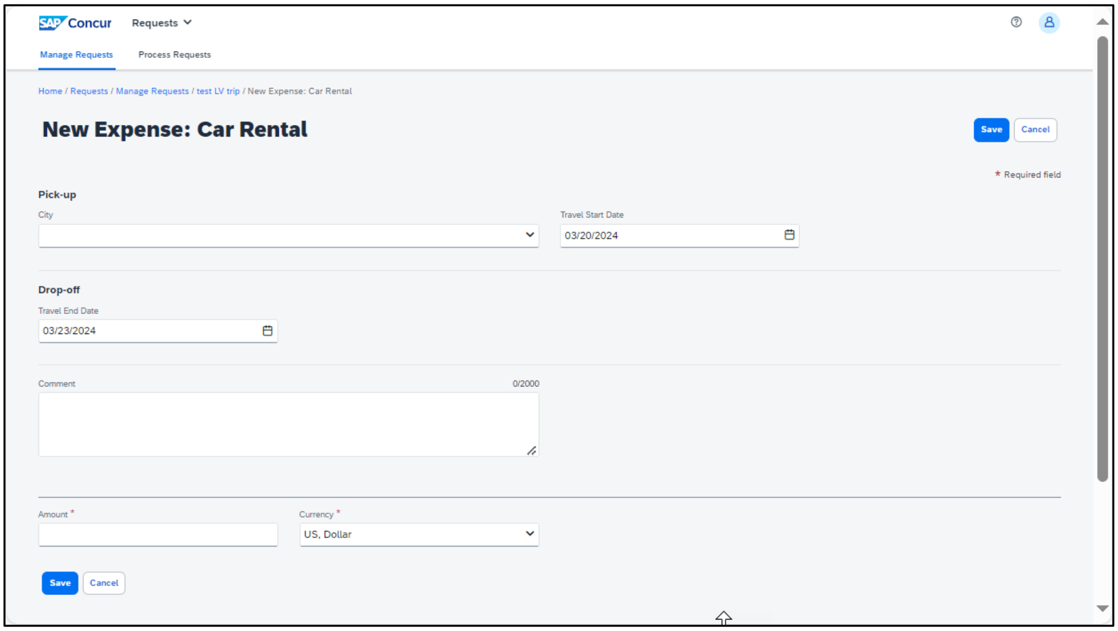
Hotel Reservation Expense



1. Enter Check-In date in the **"Travel Start Date"** and Check-Out date **"Travel End Date"** fields.(optional)
2. Enter or select the lodging **"City"**. (optional)
3. Relevant notes can be provided in the **"Comment"** field.
4. Enter the **"Maximum Nightly Rate"** ($333 for domestic).
   If requesting an exception, enter the reason in the **"Over Rate Comment"** field.
5. Enter the anticipated **"Amount"** for the lodging.

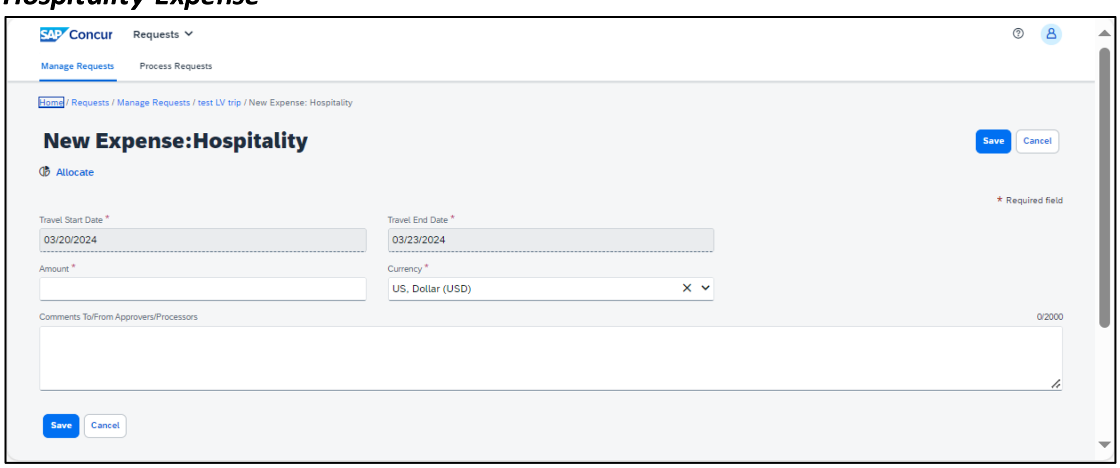
6. Currency will default to US Dollar.
7. Select **“Save”** at the bottom or upper right to add the expense to your Travel Request form.

Car Rental Expense



1. Enter the **“City”** where you plan to pick up the car. (optional)
2. Select the “**Travel Start Date**”. (optional)
3. Select the **“Travel End Date”** for when you plan to drop off the car. (optional)
4. Type **“Comments”** as necessary (optional).
5. Enter the anticipated **“Amount”** for the car rental.
6. Currency will default to US Dollar.
7. Select **“Save”** to add the expense to your Travel Request form.

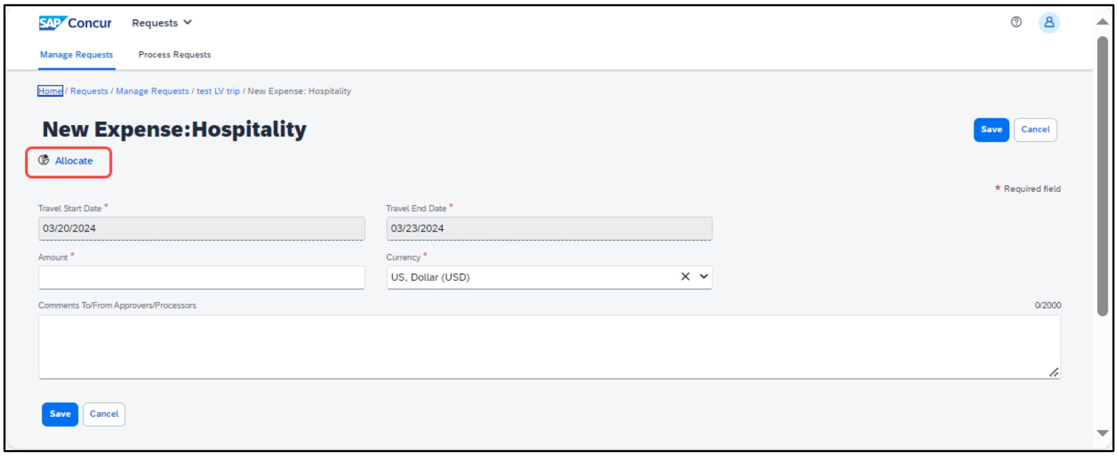
Hospitality Expense



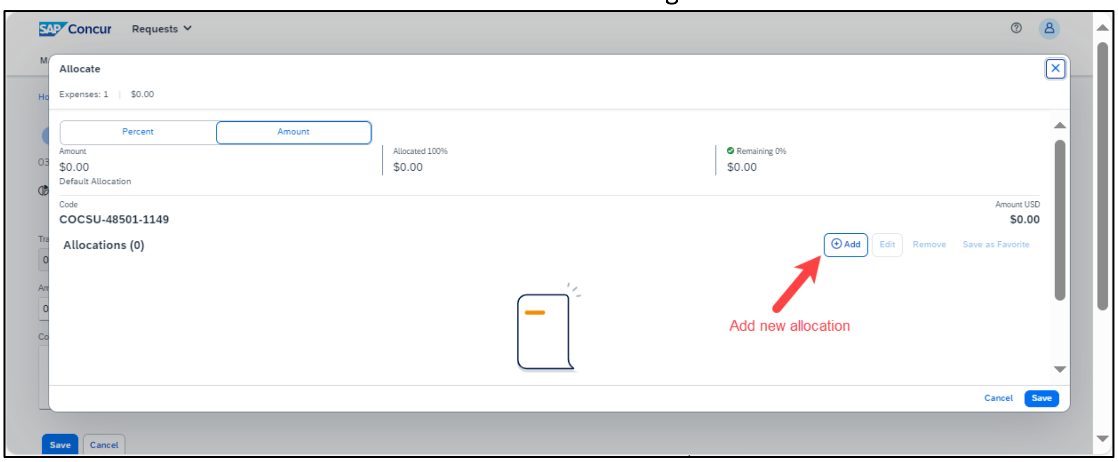
1. Travel Start Date and Travel End Date automatically populate.
2. Enter **“Amount”**.
3. Add the description and business purpose for the hospitality to the **“Comments”** field.

Expense Allocations

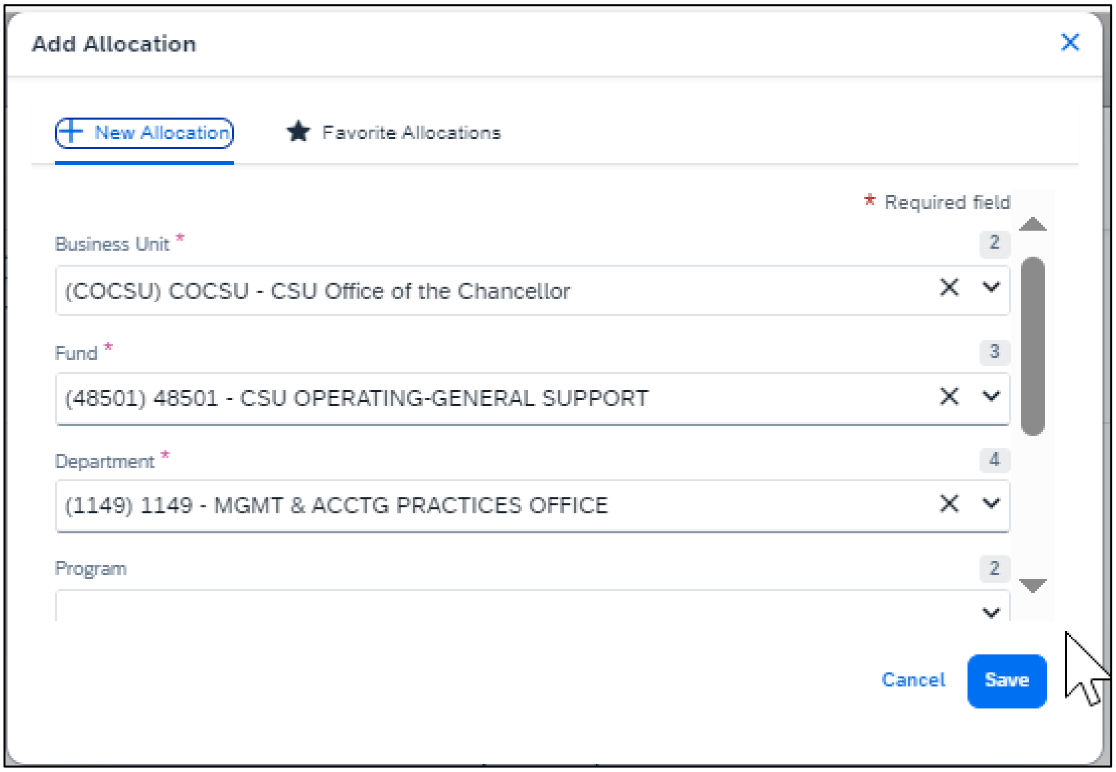
1. When adding expenses, the **"Allocate"** feature can be selected to designate different chartfields for expenses if there is a need to split the funding of a travel transaction.



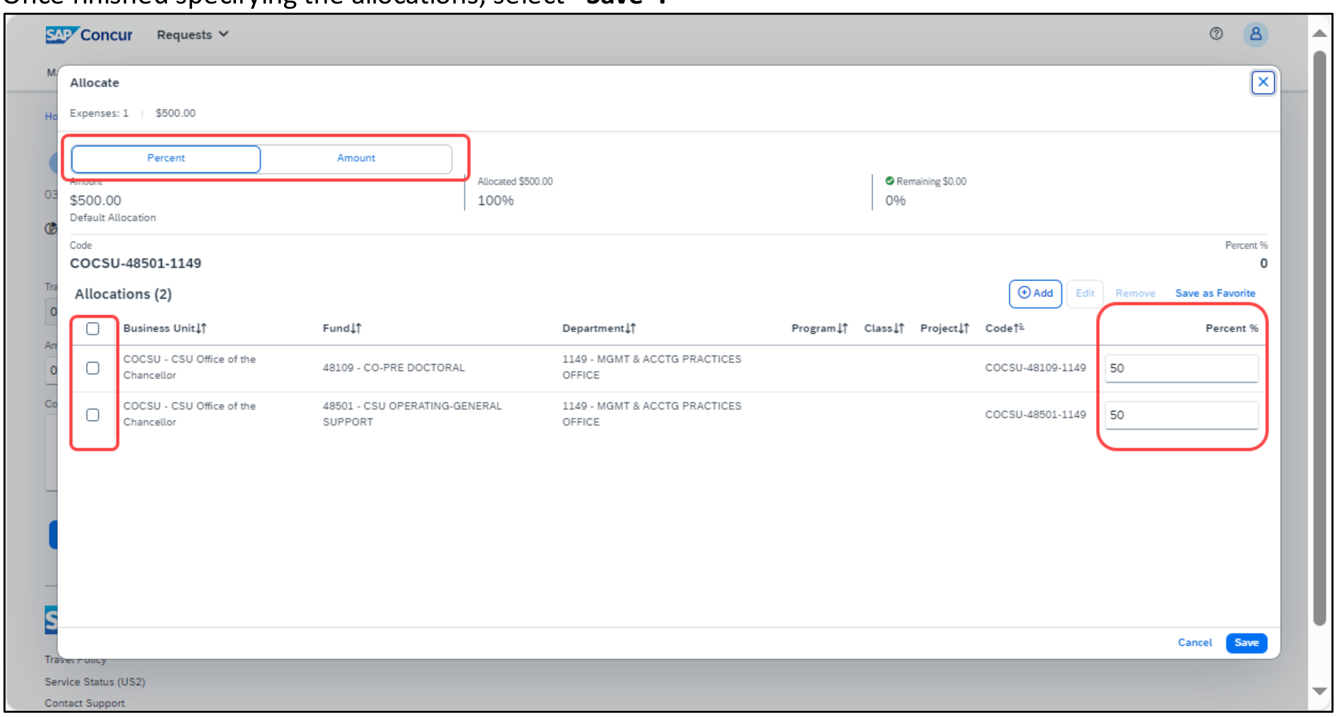
2. Select the **"Add"** button to add the first chartfield string.



3. Select the Chartfield String, then select **"Save"**. Only chartfields with an asterisk (*) are required.

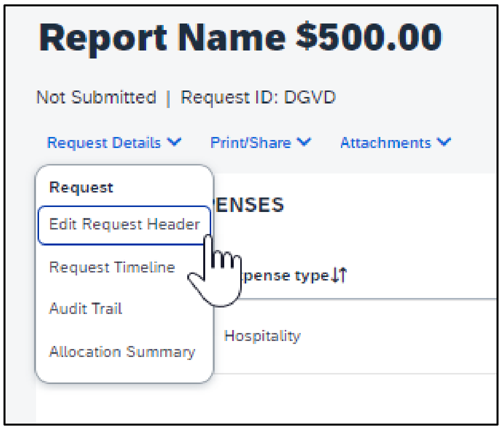


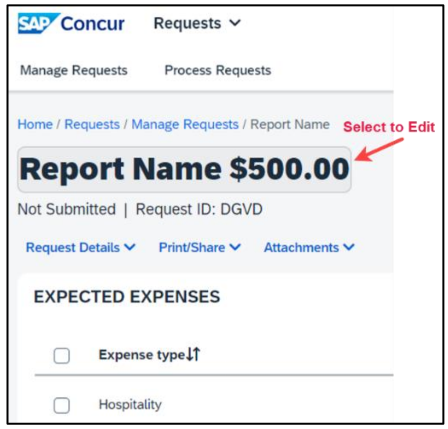
4. Add all desired chartfield distributions and you will notice that they are automatically evenly distributed. Change the distribution percentage or choose to allocate it by amount using the button in the upper left. Once finished specifying the allocations, select **"Save".**



Edit Request Header

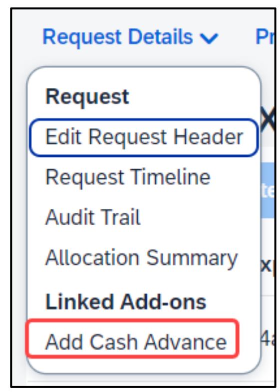
1. To edit the Request Details, select the **"Request Details"** drop-down menu, then **"Edit Request Header"** or by selecting the title.



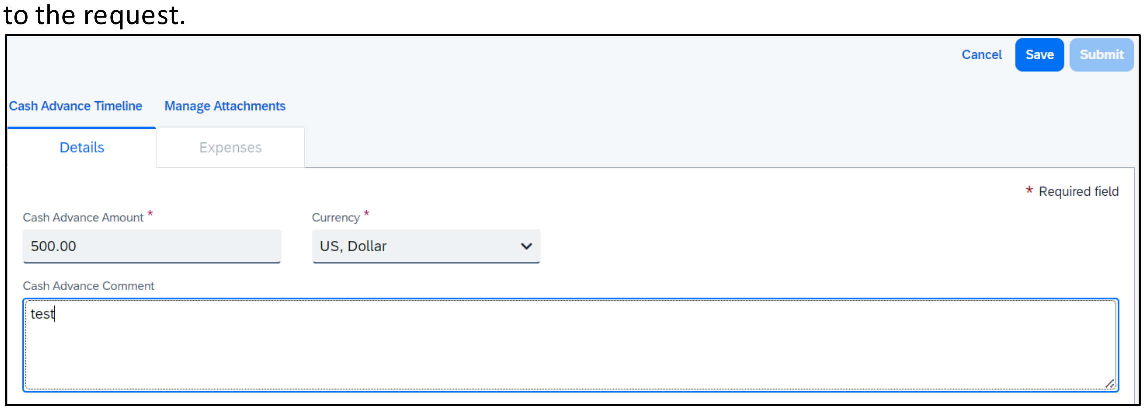


Cash Advance

In most cases a travel advance is no longer needed as many travelers should have a Concur Travel card. However, cash advances will still be available in exceptional cases (specifically for team/competitive travel) and may be entered on the travel request. To be eligible to request a cash advance an approval from the Accounts Payable **{Travel Department}** department is needed. Your Concur settings must be updated to reflect this option by your campus Concur Admin.



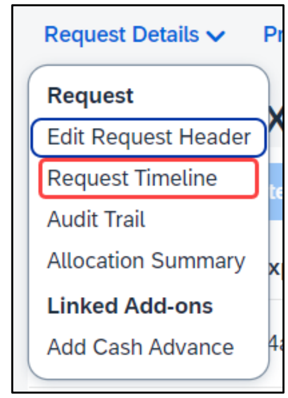
1. To request a Cash Advance in Concur, you must email **{Travel Email Address}** to add the Cash Advance option in your Concur. The travel group will email to let you know when you have access (please give 24-48 for access).
2. Once you receive an email response confirming access to create a cash advance, from the Concur Home page open the Travel Request.
   Note: If one has not been created, proceed to the **Create a Travel Request** section.
3. Navigate to **Request Details** drop-down menu and select **"Add Cash Advance".**
4. Enter the **"Cash Advance Amount"** and reason for advance. Select **"Save"**. This will add the cash amount to the request.



Note: If you do not have a Travel Card, and are eligible, fill out the appropriate campus request form and allow 2 weeks for delivery. Allow yourself enough time to obtain the card before your travel dates.

Request Timeline

This timeline will display the approval workflow and identify the steps which have been completed or are outstanding.



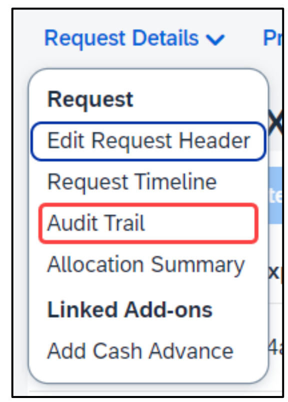
1. Navigate to **Request Details** drop-down menu and select **"Request Timeline".**

Once a request is submitted, the request will route in the following order: **{Adjust Based on Campus workflow}**

1. The employee's supervisor.
2. The report will route to the cost object approver(s) or those names identified in the Delegation of Authority (DOA) as approvers. DOA approvers are based on the chartfield entered on the Request Header tab as well as any additional chartfield allocated at the individual line item level on the Expenses tab.
3. If international travel or other additional review is specified for the request, those approvers will review. This includes campus approvers or Chancellor's Office Risk Management for war risk countries.

Audit Trail

The audit trail will display the timestamps of certain actions taken on the travel request.



4. Navigate to **Request Details** drop-down menu and select **"Audit Trail".**
5. The date/time of the approvals and the approver names will display.

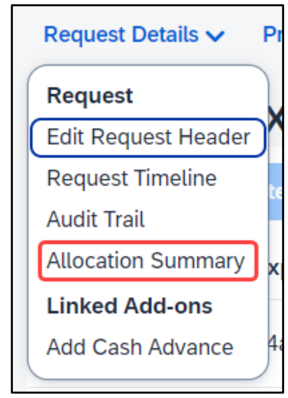
Audit Trail

24/09/03-06 P2P | $

Request Level

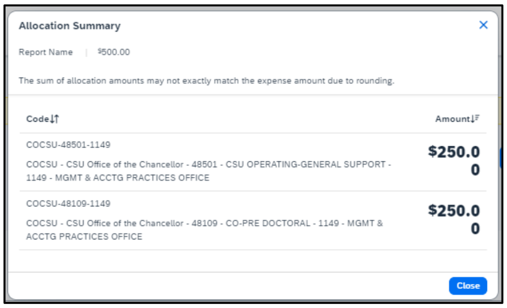
Date/Time	Updated By	Action	Description
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending Admin Approval to Auto Approved Comment: This step was skipped as it did not include a Cash Advance.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending War Risk Approval to Auto Approved Comment: This step was skipped as it is not for travel to a War Risk country.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending Exception Approval to Auto Approved Comment: This step was skipped as it was not International Travel.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending "Reports To" Approval2 to Auto Approved Comment: Skipping approval step since this approver has already approved the request.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending Cost Object Approval to Approved
08/12/2024 3:05 PM		Approval Status Change	Status changed from Pending Cost Object Approval to Auto Approved Comment: Skipping cost object approval step since the cost object approver has already approved the repo PRACTICES OFFICE (CO-COCSU-48501-1149)
08/12/2024 3:05 PM		Approval Status Change	Status changed from Submitted & Pending "Reports To" Approval1 to Approved
08/12/2024 3:05 PM		Confirmation Agreement Acceptance	*CSU-Request Approver Agreement
08/12/2024 2:51 PM		Approval Status Change	Status changed from Submitted to Submitted & Pending "Reports To" Approval1

Allocation Summary

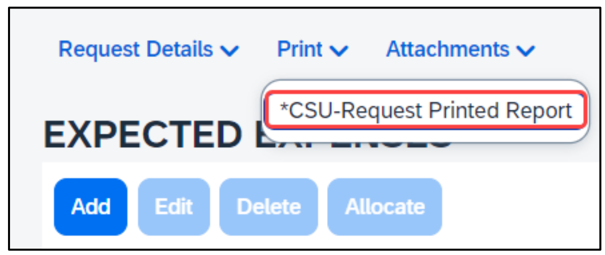


If a line has an allocation, the Allocation Summary will display in the Request Details menu. Using this option will display a summary of any chartfield splits that might have been added to the request expenses.

1. Navigate to **Request Details** drop-down menu and select **"Allocation Summary".**



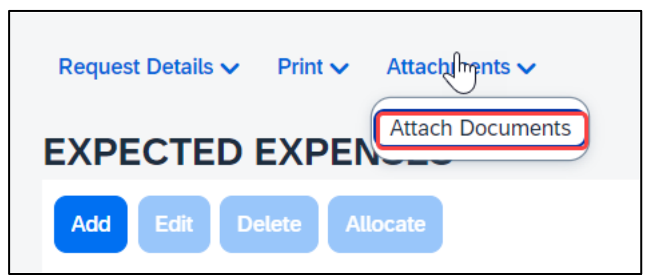
Print/Share



From the Print menu, select the **"CSU-Request Printed Report"** option to save the travel request summary as a PDF or share as deemed necessary. Attachments are not included as part of this saved report. If attachments are needed, save the attachments separately.

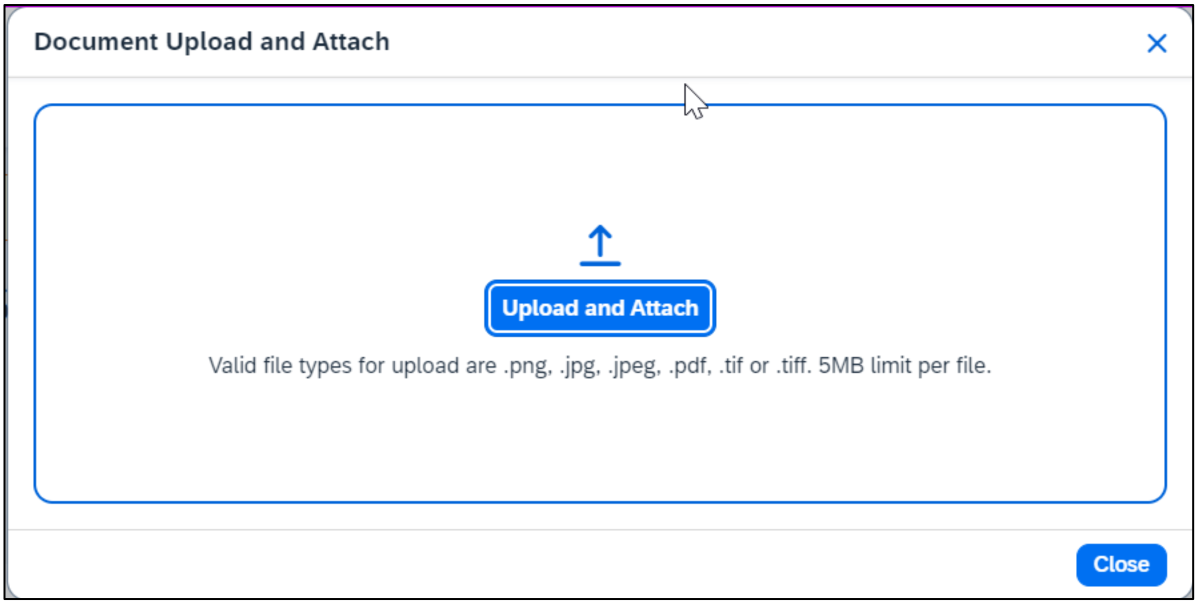
Note: Reports in Concur will be retained in the system according to CSU retention guidelines. Printing or saving in duplicate is optional and in most cases is not necessary.

Attachments

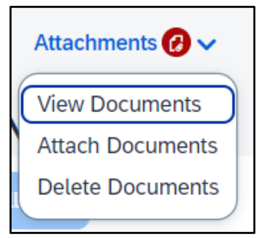


The Attachments > Attach Documents menu option launches window to browse then **"Upload and Attach"** files that support the trip request (use the button to search). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for approvers.

1. Valid file types are specified in the window and are pdfs or image files (.png, .jpg or .jpeg, .pdf, etc). Note that there is a 5MB limit.



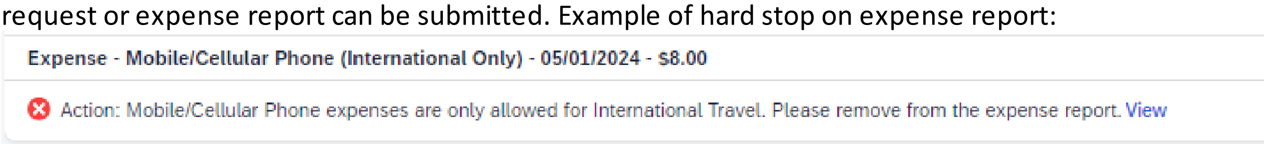
2. Select **"Close"** once files have been uploaded.
3. Once documents have been uploaded, the Attachments menu displays a small red image to identify that the request has document attachments. The menu changes to have three options – View Documents, Attach Documents and Delete Documents which can be used to update or remove previously uploaded attachments. *Note: Documents cannot be removed once the Request is submitted or Appoved, however, documents can be added at any time.



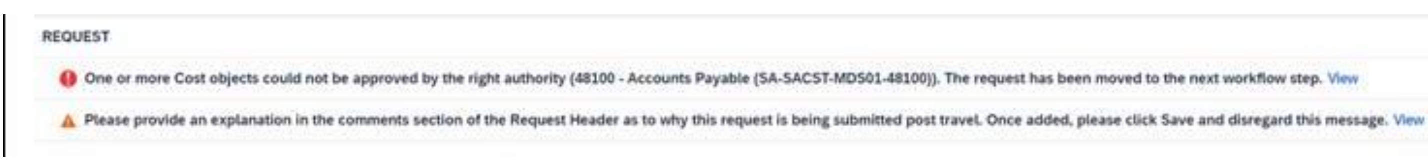
Alert Types

Alerts are messages triggered by certain elements of your trip. There are different types of alerts.

1. HARD STOP: If an alert displays in red, it is required. This means an action must be taken before a request or expense report can be submitted. Example of hard stop on expense report:

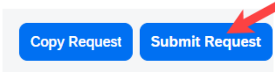


2. WARNING: A yellow/orange alert displays communication related to your trip components advising you to read and take action.
   A yellow alert panel is a warning or information only. For example, an alert can communicate the need to add comments and explain the trip, or to attach files, etc. The alert count will change as requirements are met. Note: Most yellow warnings will not clear, however, they will not prevent you from submitting the Request.

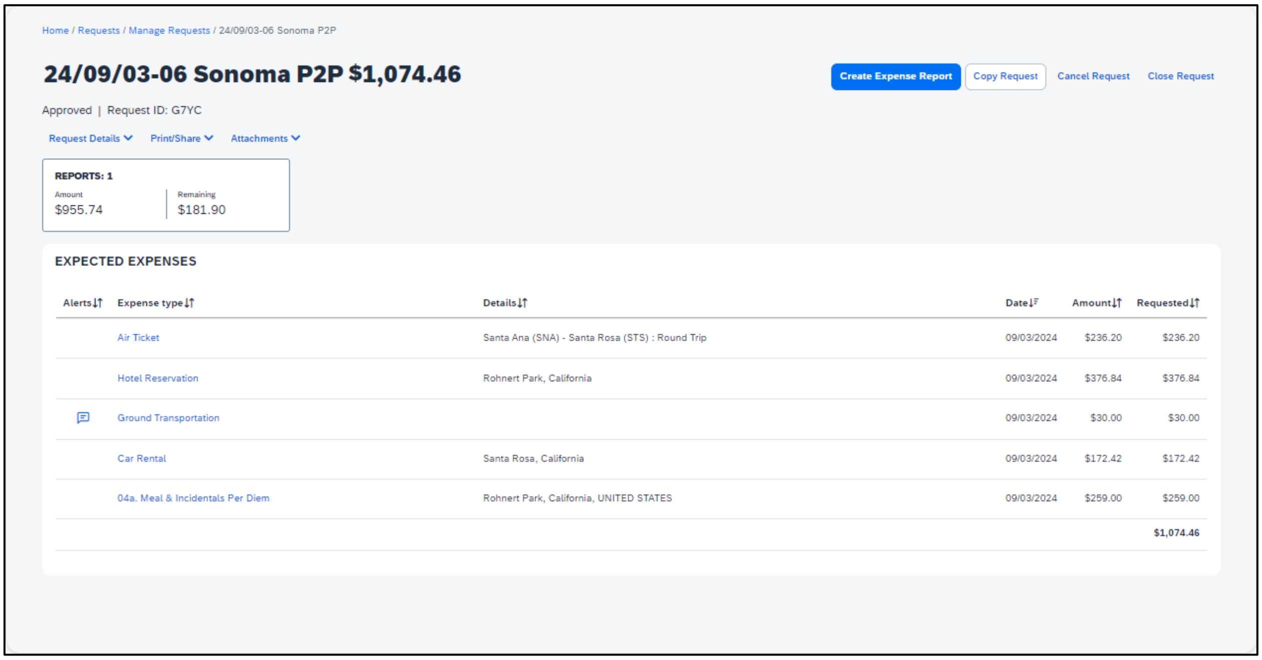


Submitting Request for Approval

1. Once the travel request is complete, select the **“Submit Request”** button.



2. See example below of a submitted travel request with multiple lines.

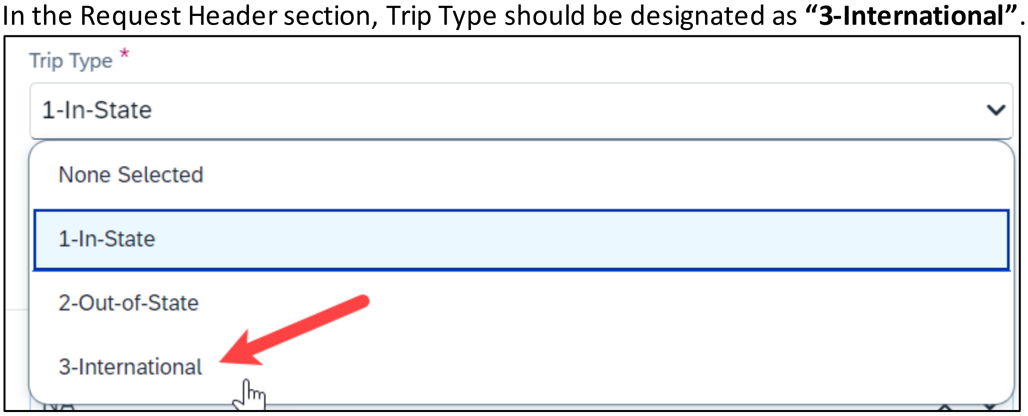


Travel Request Types

International Travel

1. Travel to international destinations generally follow the same process for creating a travel request as a domestic trip, with a few deviations.

2. In the Request Header section, Trip Type should be designated as **“3-International”**.

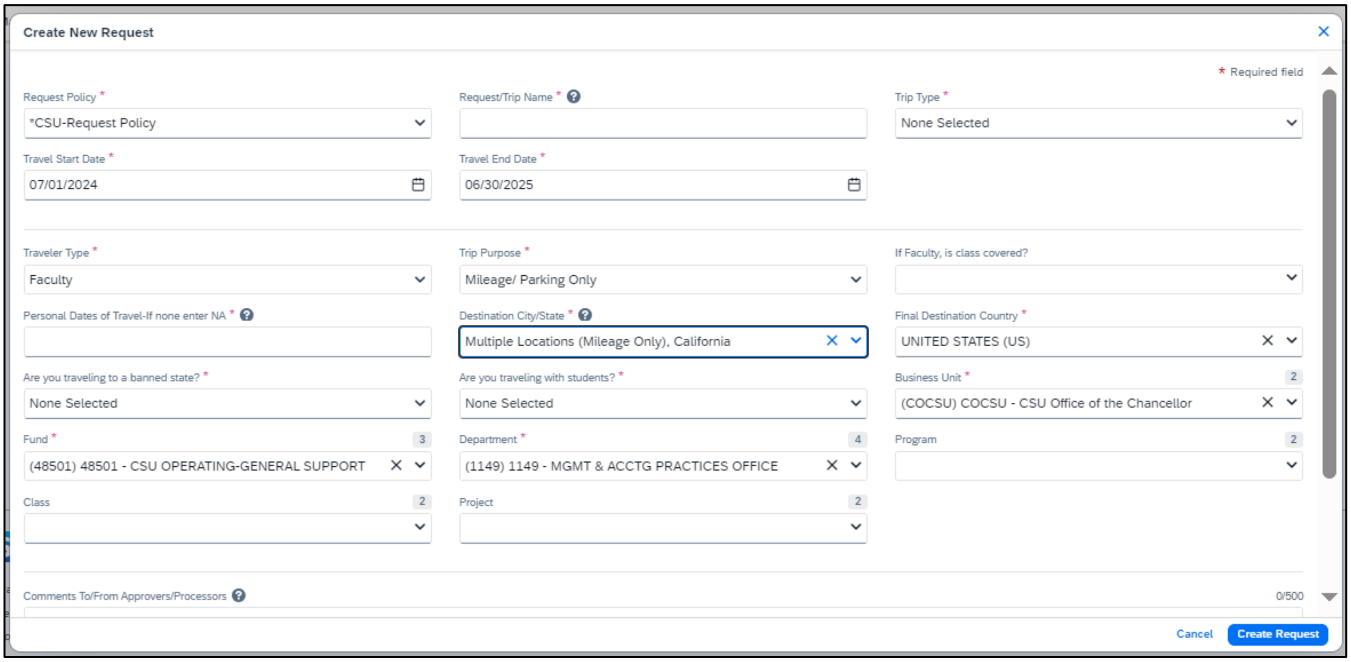


3. Request must have an attachment with an itinerary that communicates dates and points of destination. The Risk Management office will utilize this data to facilitate working with a traveler for necessary foreign travel insurance requirements and other necessary components for a trip.

4. All expenses should be noted in USD. In the Expense Report stage currency conversions are more relevant with actual expenses. The OANDA Currency Converter may be used in either instance.

Mileage Blanket

1. Blanket Travel Request for Mileage
2. Blanket mileage requests can be used for recurring activity for a given fiscal year. These mileage requests are intended to facilitate ongoing mileage reimbursement claims for employees performing supervisory responsibilities for campus student placements. An example of this would be driving throughout the state to observe and meet with student teachers/interns and mentor teachers.
3. Enter general information about the activity and note the time frame from August through May (academic year) or July through June (fiscal year). Note the Trip Purpose as **"Mileage Only"** and in the destination field select **"Multiple Locations (Mileage Only), CA"**.
4. Add relevant comments and select **"Create Request"**.



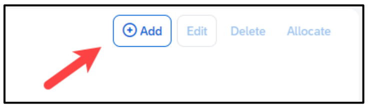
5. In the Expected Expenses section, select **"Add"**.
6. Select **"Personal Car Mileage"**.
7. In the New Expense window, enter the estimated mileage distance for the entire year. Prior year could be used as a reference point and should be adjusted for any known variances for a given year.
8. Select **"Save"**. Cost will automatically calculate once **"Save"** is selected.

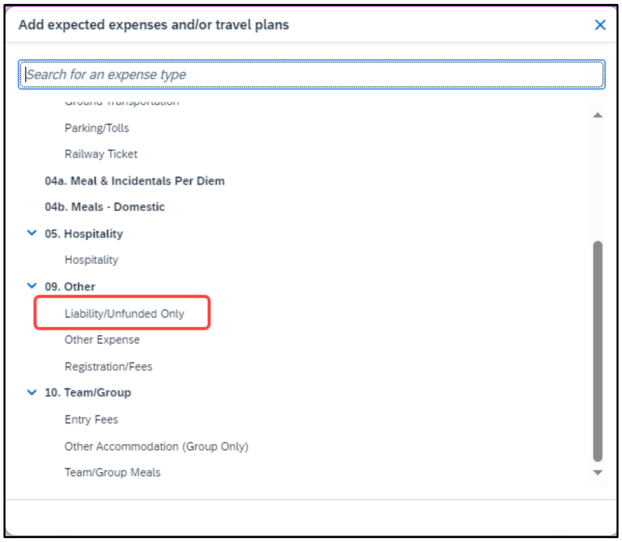
Liability Only/Unfunded Travel Request

Travel with no funding from the campus, e.g. travel that is fully funded by outside sources or by the traveler needs to be evaluated for connection to University business. If directly connected to university business that supports campus mission, a travel authorization should be completed to communicate time away from campus. This will assist with campus duty of care objectives.

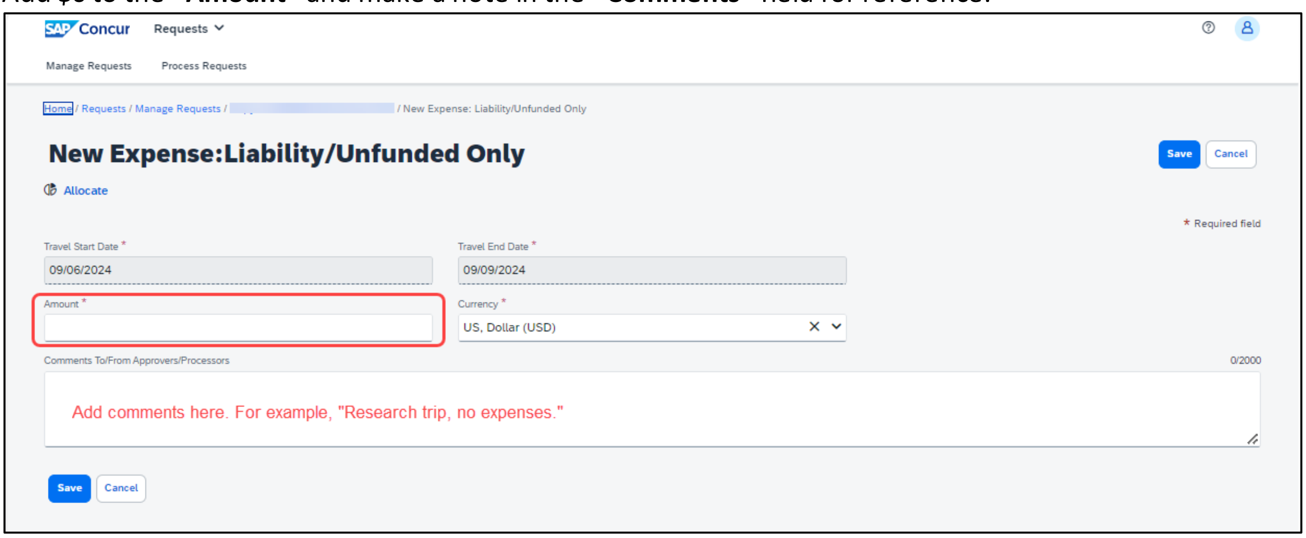
Note: Accepting travel gifts from a 3rd party may result in a conflict of interest (COI). [Please refer to further information about COI.]

1. Follow steps to [“Create a Travel Request”](). Once trip details have been added to the travel request header, in the Expected Expenses section select **“Add”**, then select **“Liability/Unfunded”** from the expense list.





2. Add $0 to the **“Amount”** and make a note in the **“Comments”** field for reference.

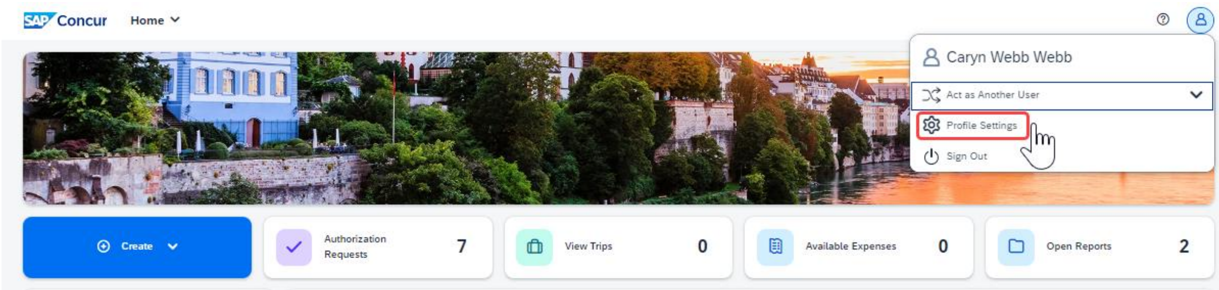


3. Once trip is approved and you are notified via email it is best to go back into Concur and follow the steps below for marking the request as [Closed/Inactivate Request](). The request will close on day 61 post trip. Closed/Inactivate Request will prevent the traveler from receiving expense report notifications in relation to this request. Marking closed will reflect there are no expected expenses and will eliminate those expense report reminders.

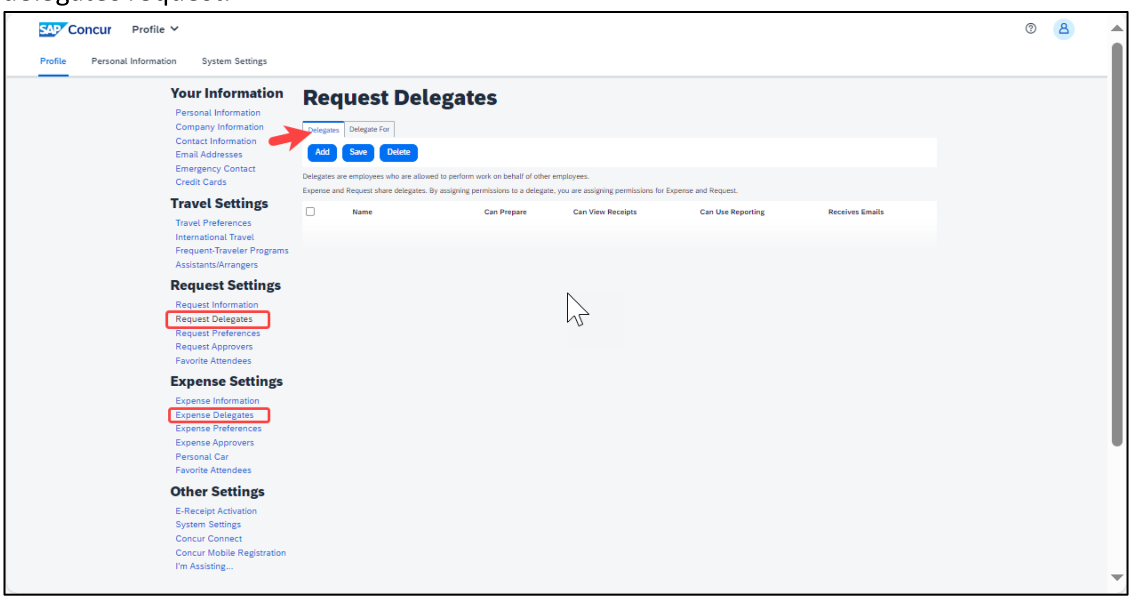
Adding a Delegate

There may be a time when you want another person to assist with requesting or processing travel. To delegate access to another person, complete the following steps:

1. Open your profile.

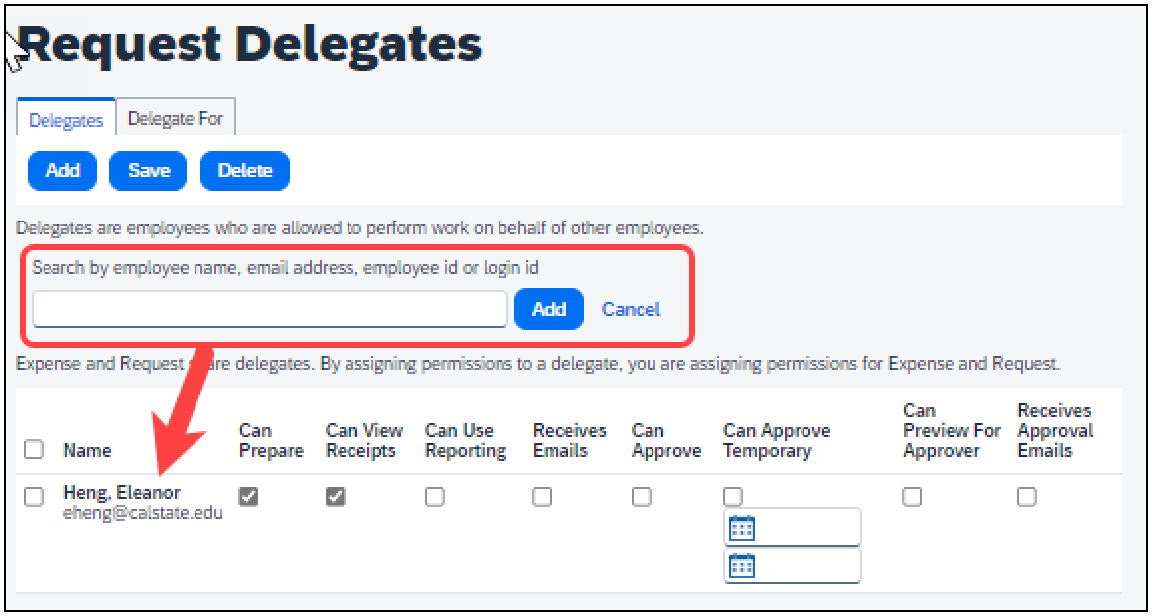


2. Using the left menu, then select the **"Delegates"** tab.
   a. Navigate to **Request Delegates** or **Expense Delegates** to assign another employee rights to request travel or to process an expense report on your behalf. Note that delegating expense also delegates request.



3. Select **"Add"**, then begin to type the person's email address, employee ID or name.
4. Select the correct name from the list.

5. After selecting the name, enter checkmarks in the boxes to the right of the name to grant access.

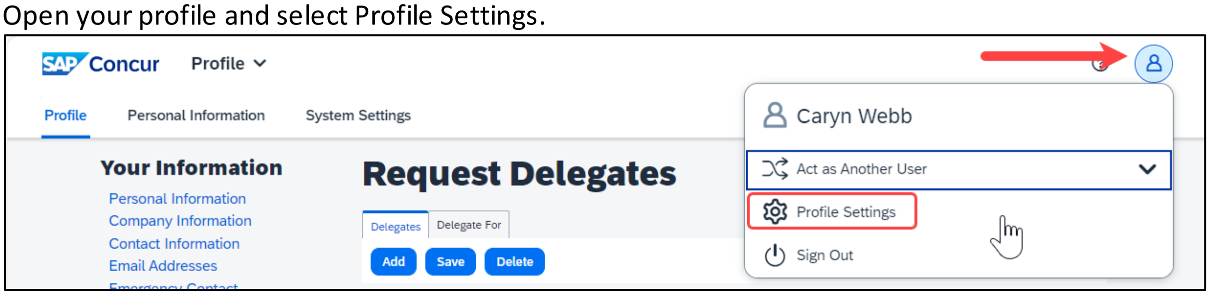


6. To place a limit on the approval timeframe, use the **"Can Approve Temporary"** date fields. Approvers can delegate "preview" rights to a person of any level (approver or not). Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur. For example, if an approver wants to delegate responsibility to another person, they must be designated in the Concur system as an approver.

7. Continue adding names as needed.

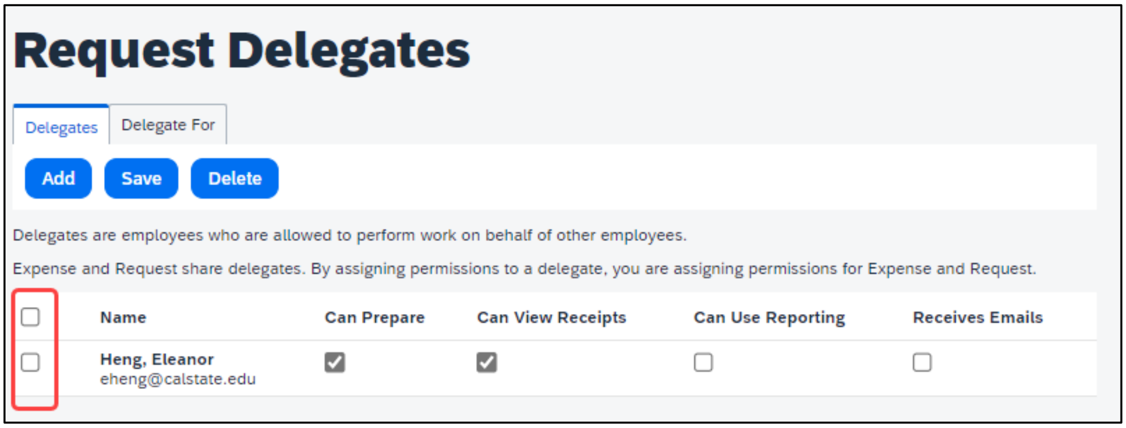
Removing Delegation Rights

1. Open your profile and select Profile Settings.



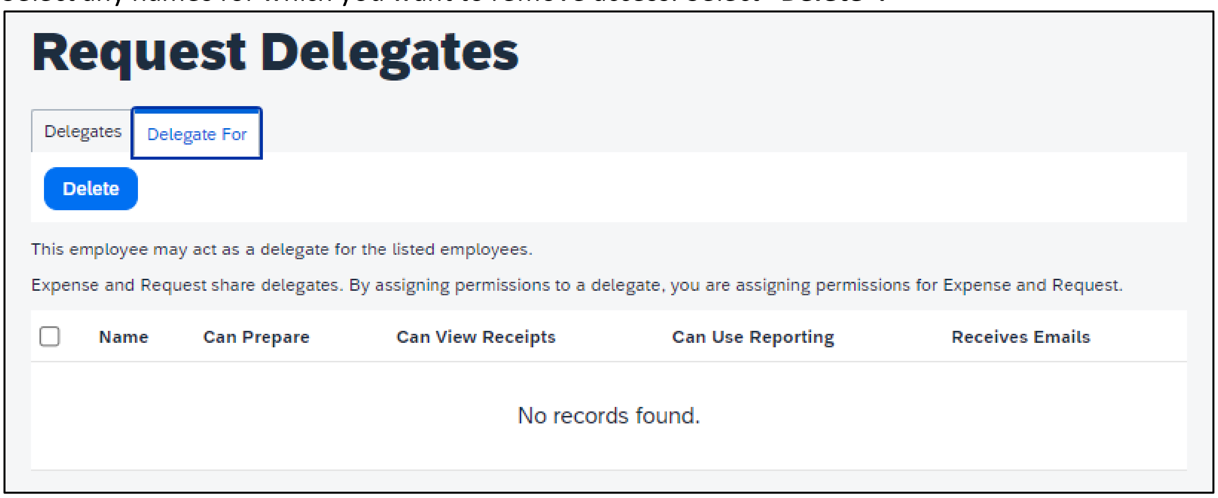
2. Using the left menu, then select the **"Delegates"** tab.
    a. Navigate to **Request Delegates** or **Expense Delegates**.

b. Select any names for which you want to remove access. Select **"Delete".**



Delegate For Another Person

1. The **"Delegate For"** tab will display the individuals which have granted you Delegate access to their profile.
2. Select any names for which you want to remove access. Select **"Delete".**

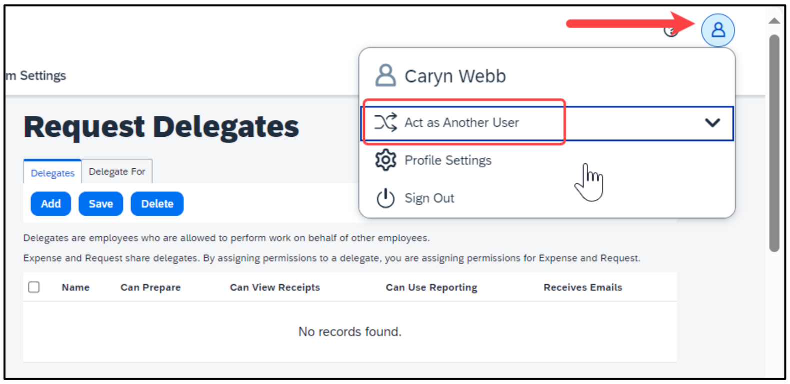


Acting as a Delegate

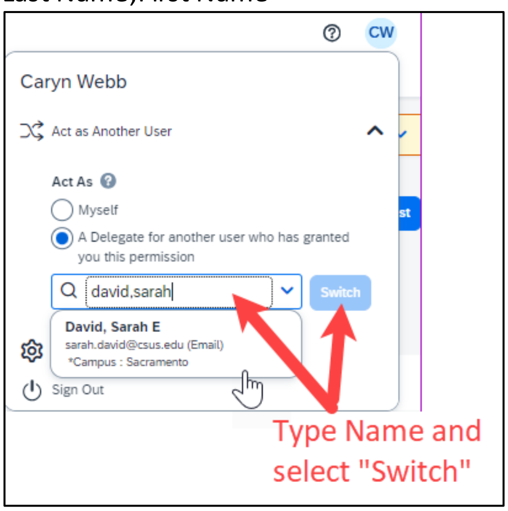
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

1. Select the **"Profile"** in the upper right.
2. Under **"Act as Another user"**.



3. Select the appropriate delegator's name from the drop down or type the name in the following format: Last Name,First Name



4. Select **"Switch"** to begin working as the other person.
5. Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.

6. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, Creating a Travel Request.
7. Once the request is built, the Delegate can use the "**Notify Employee**" button to let the traveler know the Request is ready to submit. ***The Traveler must certify and submit their own travel request.***

8. To return to your own tasks, select "**Acting as**", then select **"Myself"** and **"Switch"**.

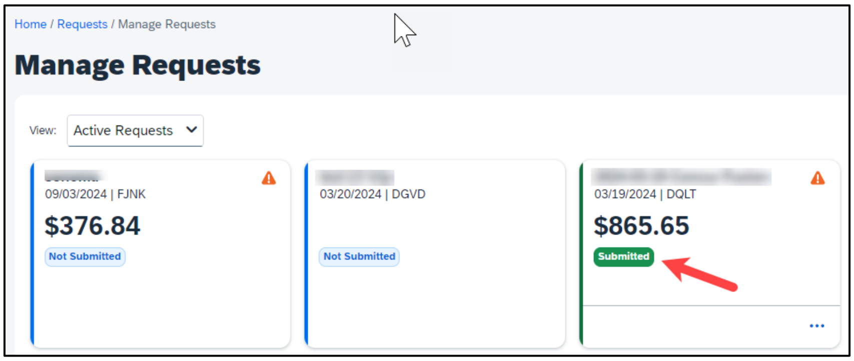
Edit or Remove a Submitted Request

If there is a need to revisit and alter a request, because dates, locations, or significant cost changes are necessary there are a few options.

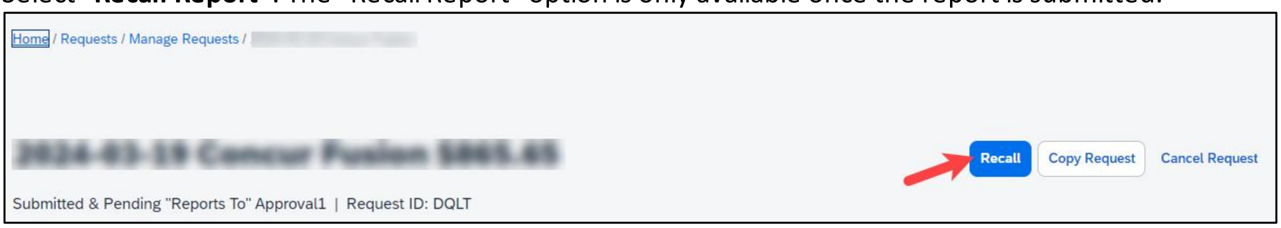
You cannot change or cancel a Request that has been submitted unless you Recall it first. You can only recall a request that is not in “Approved” status. If the request has been fully Approved, you will need to take different steps as noted below in Replacing a Request.

Recall a Request

1. Select the Request Name that has been submitted from the Manage Requests page.



2. Select “**Recall Report”**. The “Recall Report” option is only available once the report is submitted.



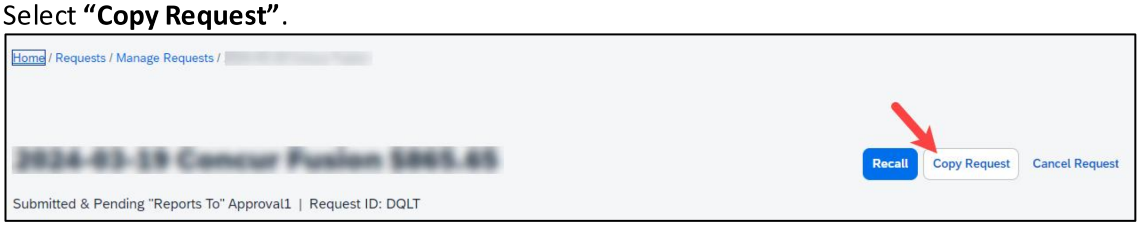
3. Select “**Yes”** to confirm the Recall. The status of the request is updated to Sent Back to User.

4. Make any necessary changes, then select **“Submit Request”**.

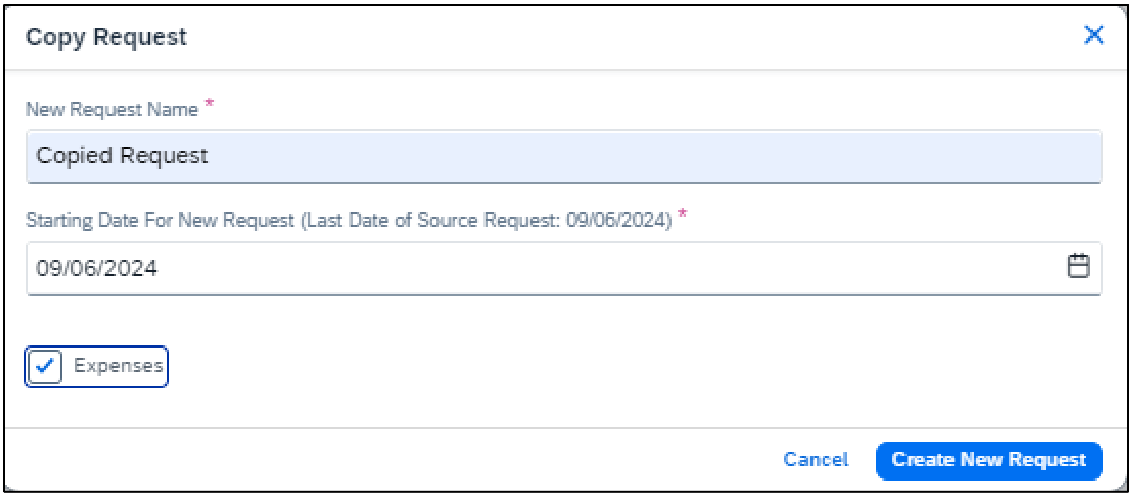
Replacing a Request

This step is only needed in the case where a request has been fully approved and details have changed in such a way that the prior approved request is no longer valid.

1. On the Request Page, select to open the request you would like to copy.
2. Select **“Copy Request”**.



3. Enter a different **"New Request Name"** (so you can differentiate between old and new), enter the **"Starting Date"**, then select **"Expenses"** checkbox. This helps cut down on duplicative data entry if there are alike expenses between old and new. Select the **"Create New Request"** button to complete the process.

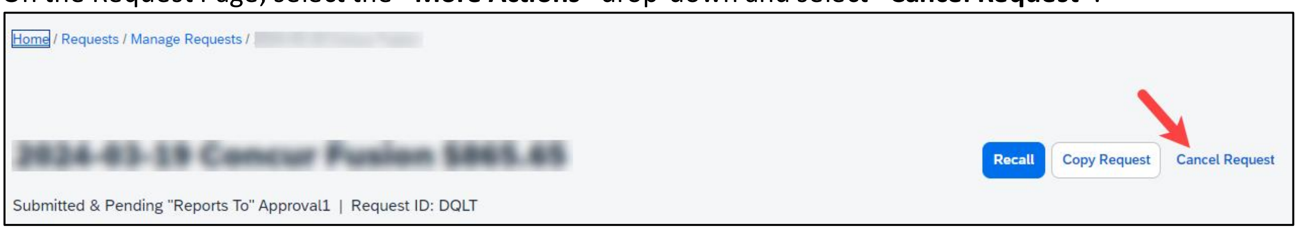


4. Make any necessary updates to the new request and **"Submit Request"** to submit for approval.

Cancel a Request

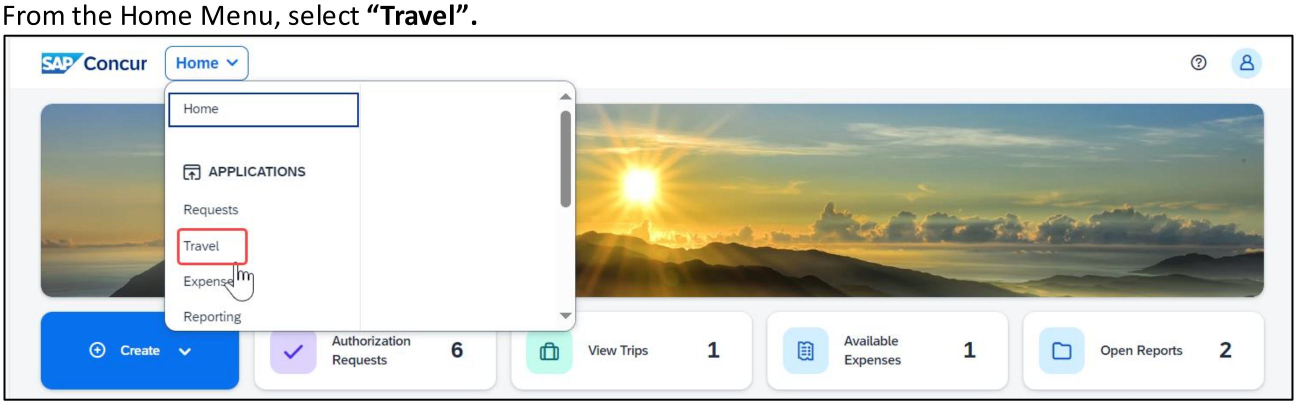
If a trip is canceled or elements have changed so significantly that you need to replace a request as noted in the prior section, please cancel the request by going back to the Requests tab and open the request.

1. On the Request Page, select the **"More Actions"** drop-down and select **"Cancel Request"**.

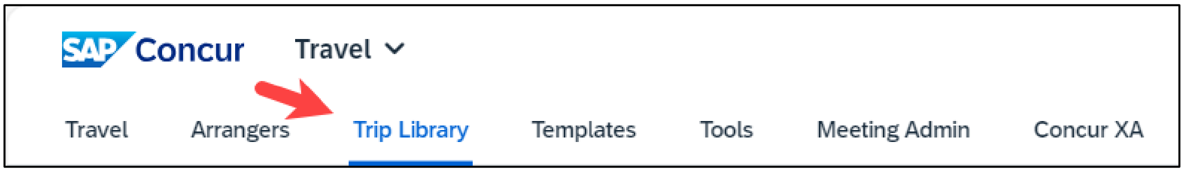


2. For travel reservations, refer to the Trip Library and make sure to cancel or change them based on the changed elements. They will be noted as cancelled/withdrawn after completion of this step. This will ensure the campus/employee does not incur unnecessary expenses for not canceling on time.

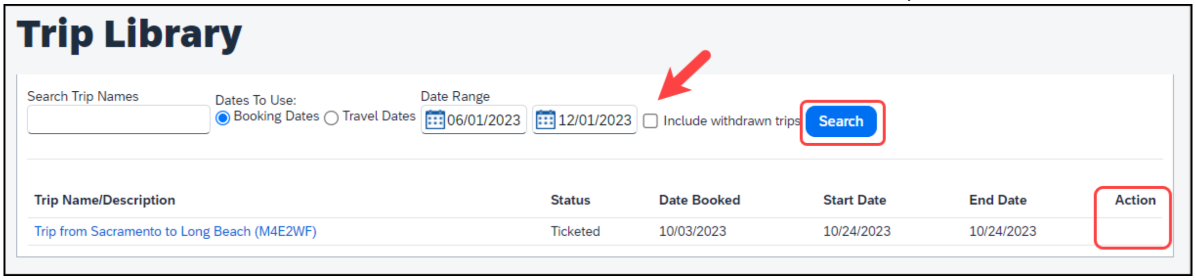
3. From the Home Menu, select **"Travel".**



4. Using the Navigation menus across the top, select **"Trip Library"**.



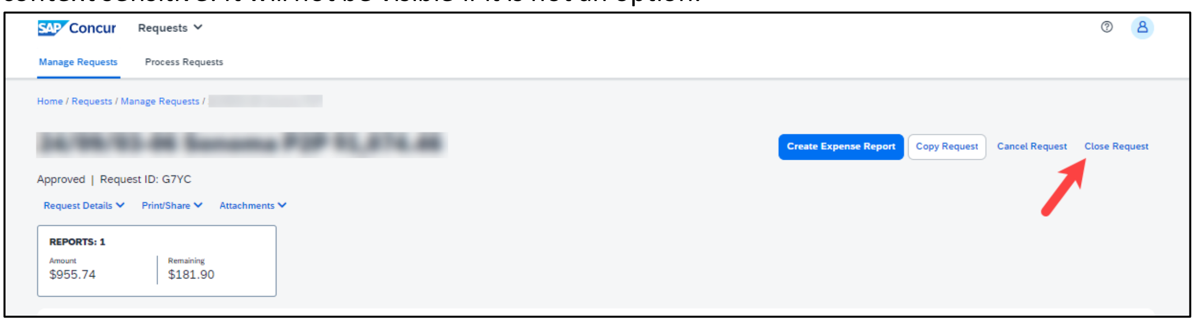
5. Select the date range, select **"Cancel"** under the Action column. Check the **"Include Withdrawn Trips"** checkbox and select **"Search"** to see all travel itineraries and withdrawn trips**.**



Closing/Inactivating a Request

The system will automatically close open travel requests 61 days after a trip is complete. Reminder, Expense Reports need to be submitted within 60 days from travel end date. If all relative expenses have been submitted a user can manually close/inactivate the request. This is not a required step.

1. Select the Request tab, selecting the specific request and select the **"Close Request"**. This option is context sensitive. It will not be visible if it is not an option.



2. The difference between this status and cancelation is that cancelation signals a true recall of an anticipated trip. Closing/inactivating means the trip is complete. If by chance an expense needs to be submitted after a request is closed, please reach out to the Accounts Payable/Travel {Department Name} team for assistance.