Otter Travel Desk
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Travel Expense Guide

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January 02, 2025

EXPENSE REPORTS

Creating an Expense Report

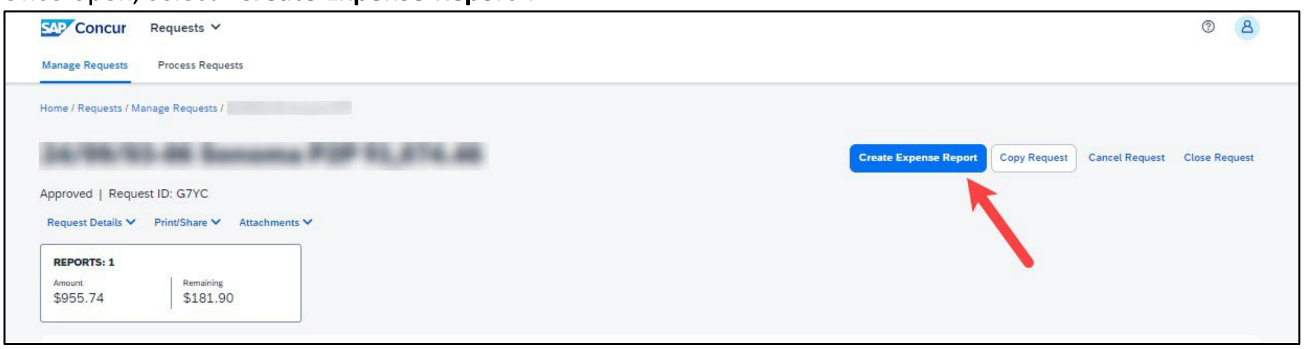
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

Per CSU Travel Procedures, Section IX; A ***"Travel Expense Claim must be submitted to the campus Travel Reimbursement office within 60 days of the end of a trip unless there is recurrent local travel, in which case claims may be aggregated and submitted monthly."***

Please be aware Approved Travel Requests will automatically close on day 61 after the travel end date. In order to submit a late expense report, the request will have to be re-opened. The request will not be re-opened until exception approval has been obtained from Division VP and CFO.

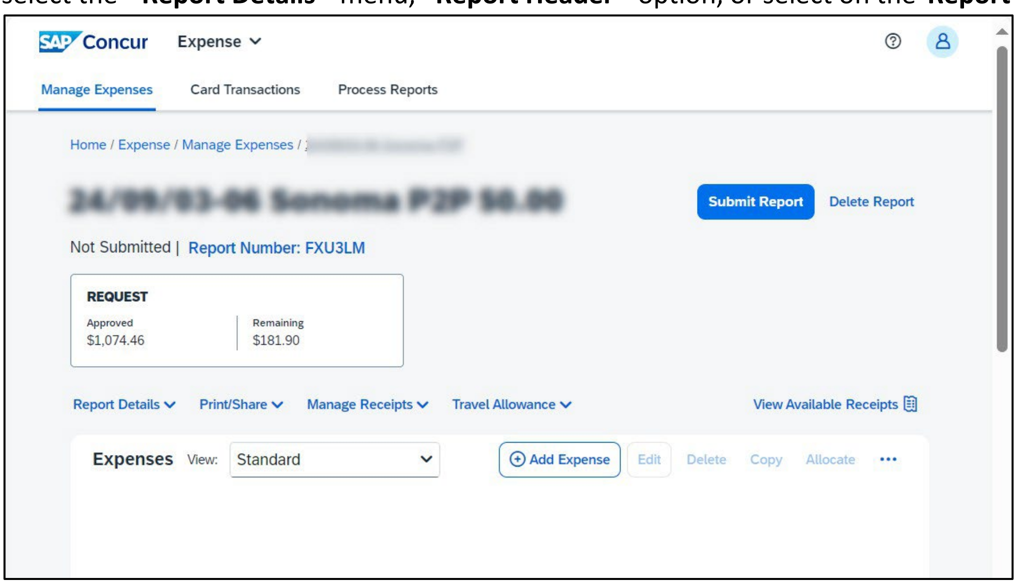
Expense Report from Approved Travel Request

1. From the Home Menu, select **"Requests"**.
2. Select the approved tile for the trip to be sourced to an expense report.
3. Once open, select "**Create Expense Report**".



Report Header

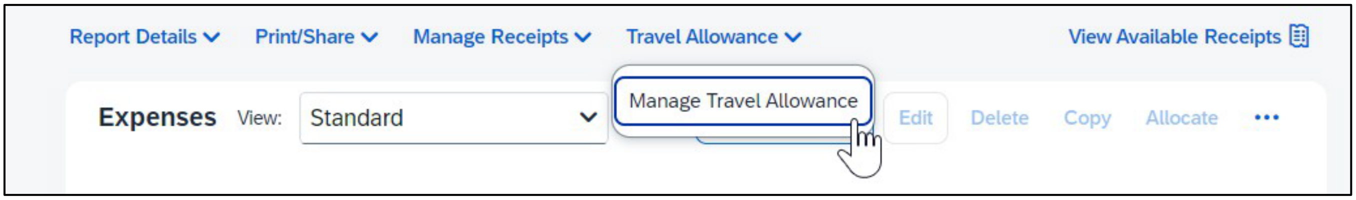
All the header details from the request are brought to the expense report header. If you need to edit the details, select the **"Report Details"** menu, **"Report Header"** option, or select on the **Report Number**.



Travel Allowances

All *employee* expense reports require a travel allowance if requesting meal and incidental reimbursement. This step is done first to represent all your meals for the travel days.

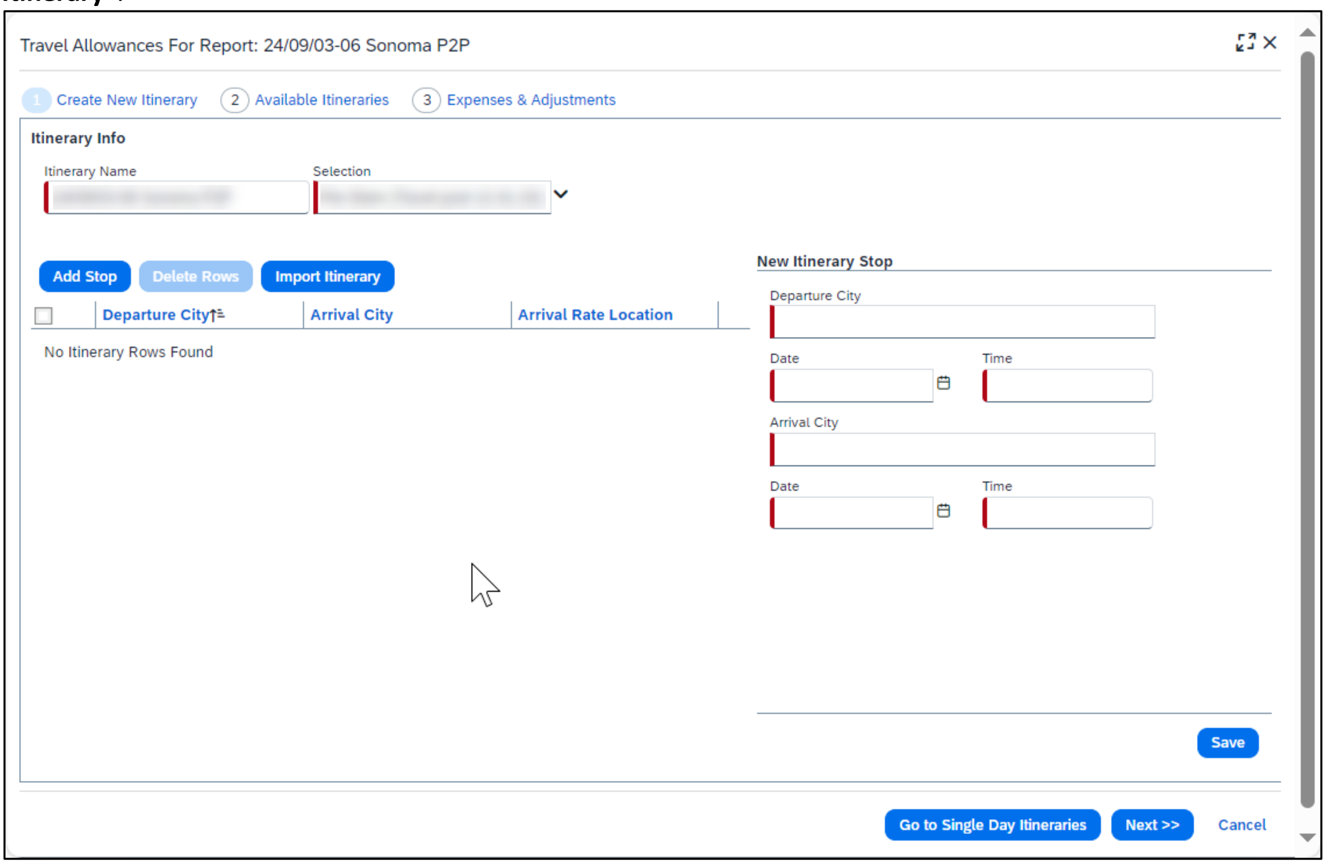
In the open expense report, navigate to the right of the Report Details menu and select **Travel Allowance** > **Manage Travel Allowance.**
*Note: All employee expense reports require a travel allowance to expense meals and incidentals.



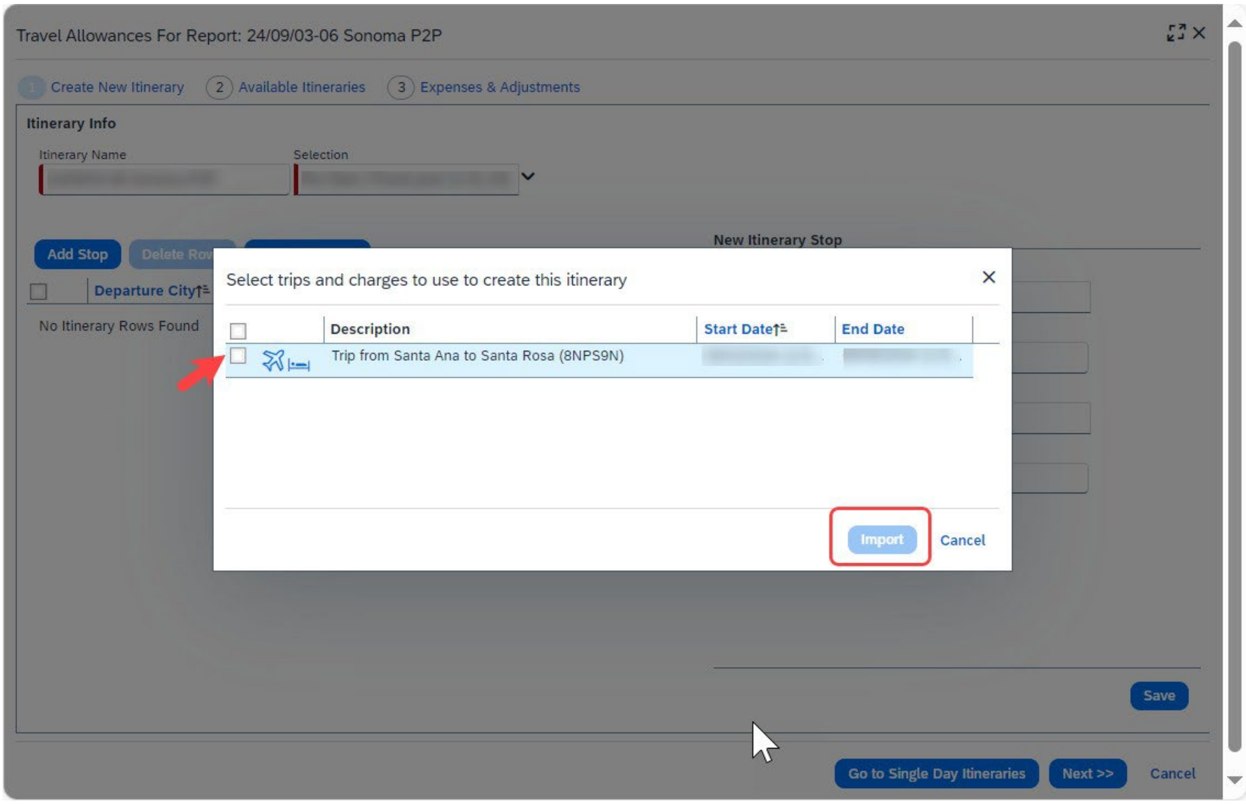
Booking through Concur or our designated Travel Management Company (TMC) streamlines this process.

Importing the Travel Itinerary

1. If the traveler booked via Concur or the TMC, on the **"Create New Itinerary"** option, then select **"Import Itinerary"**.

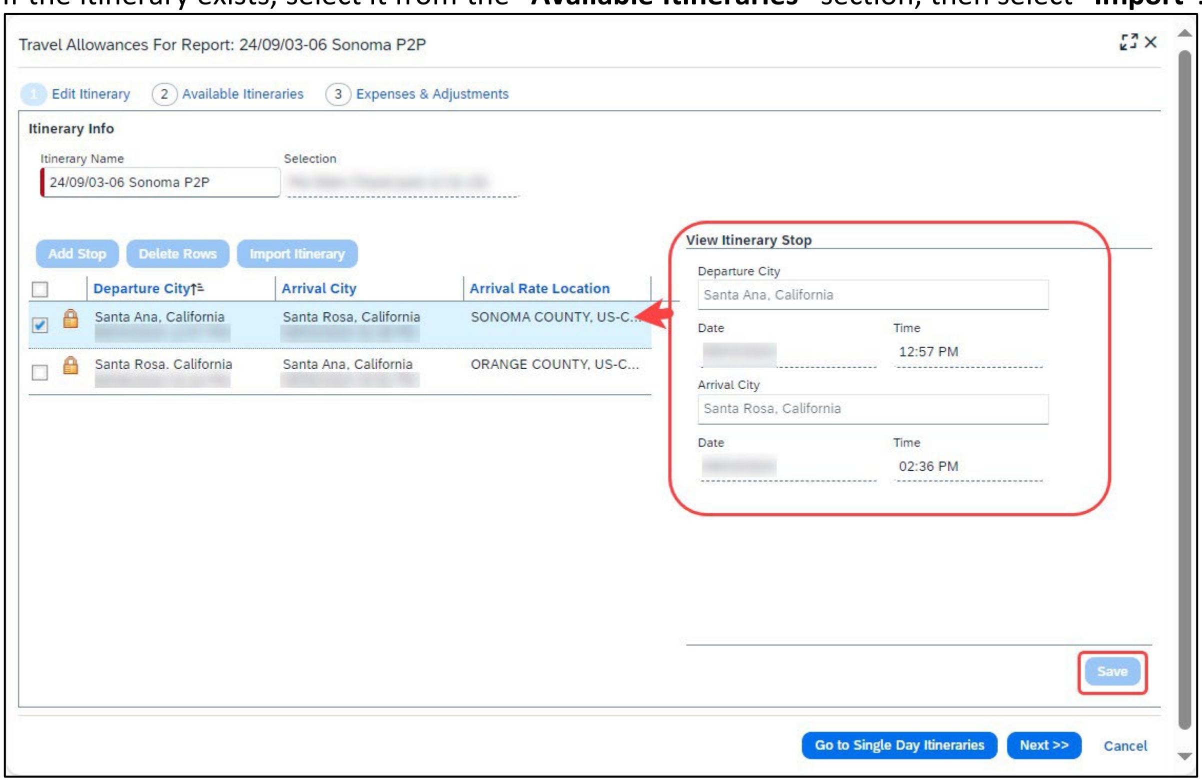


2. Locate the itinerary and import, then select the appropriate itinerary and navigate to the Adjusting Allowances section.



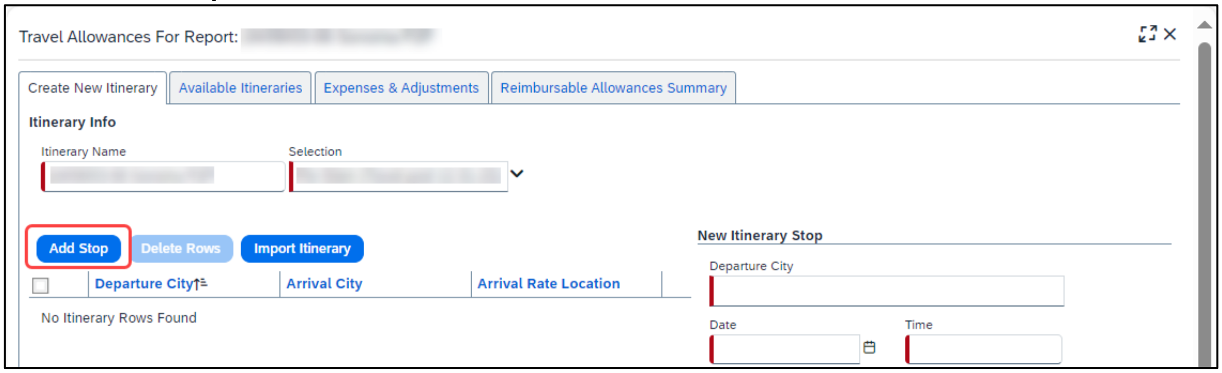
Entering the Travel Itinerary

1. If the itinerary exists, select it from the "**Available Itineraries**" section, then select "**Import**".

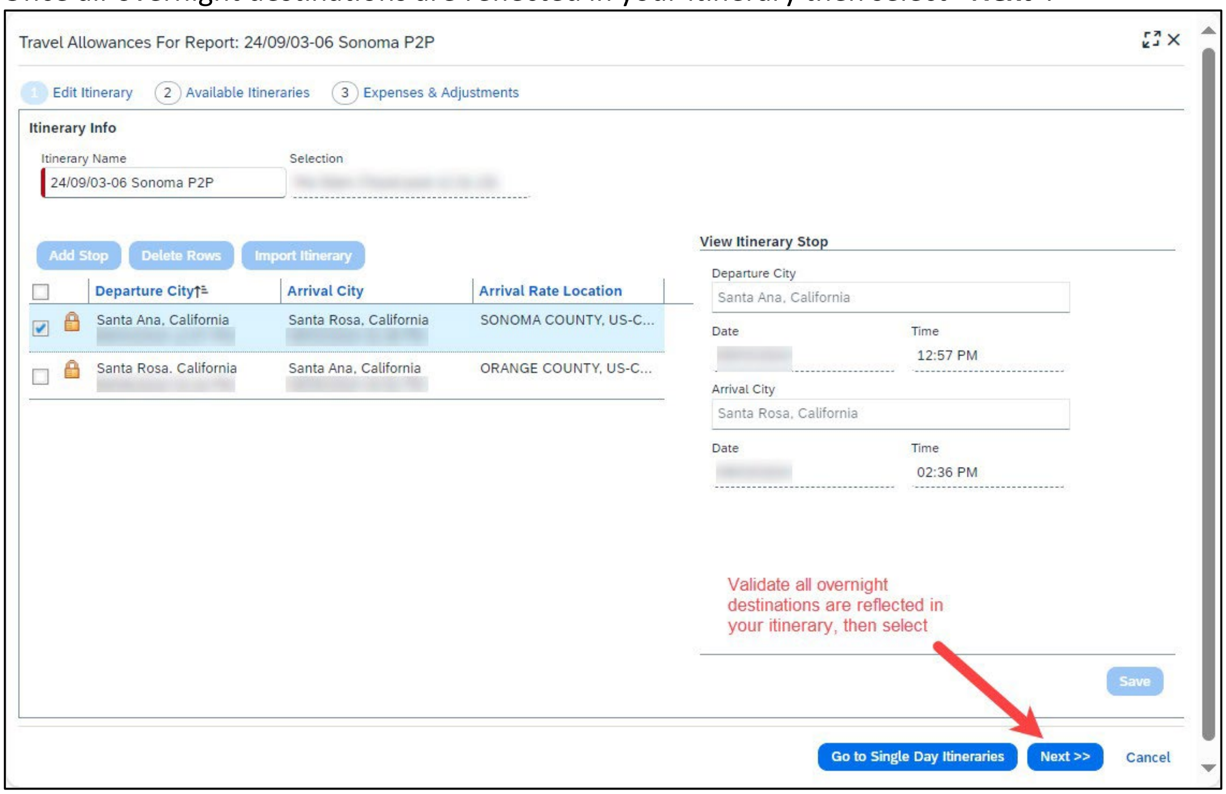


2. Once the New Itinerary stop fields are filled out, select "**Save**".

3. If the traveler booked through an external travel agency or online (outside of Concur), add New Itinerary Stops for every location you went to (i.e. spent the night). There is no need to add a stop for a layover unless it is overnight. All fields are required.
4. Select "**Add Stop**" as needed.



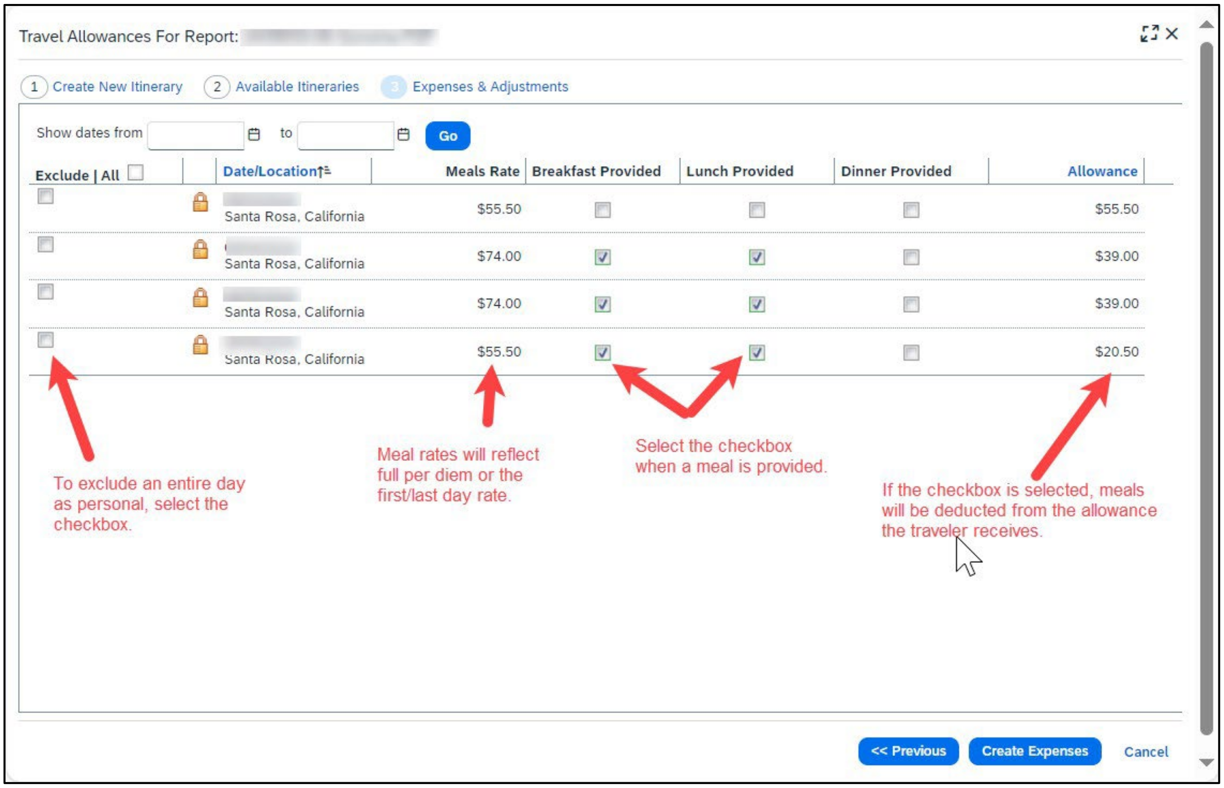
5. Once all overnight destinations are reflected in your itinerary then select "**Next**".



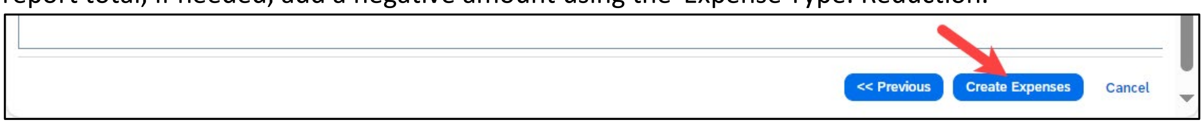
Adjusting Allowances

1. A row for each day displays so you can select more details.
2. To exclude an entire day as personal, select the checkbox at the left.
   a. Meal rates will be reduced to 75% for first/last day travel and days in between will reflect the full per diem rate. For itineraries including personal days of travel for the first or last day, please consult your campus with appropriate steps to complete per diem.
3. Select the checkbox below Breakfast, Lunch, and/or Dinner whenever the meal is provided.

4. Any selected meals will be deducted from the allowance the traveler receives. The allowance value at the right reflects this adjusted amount.

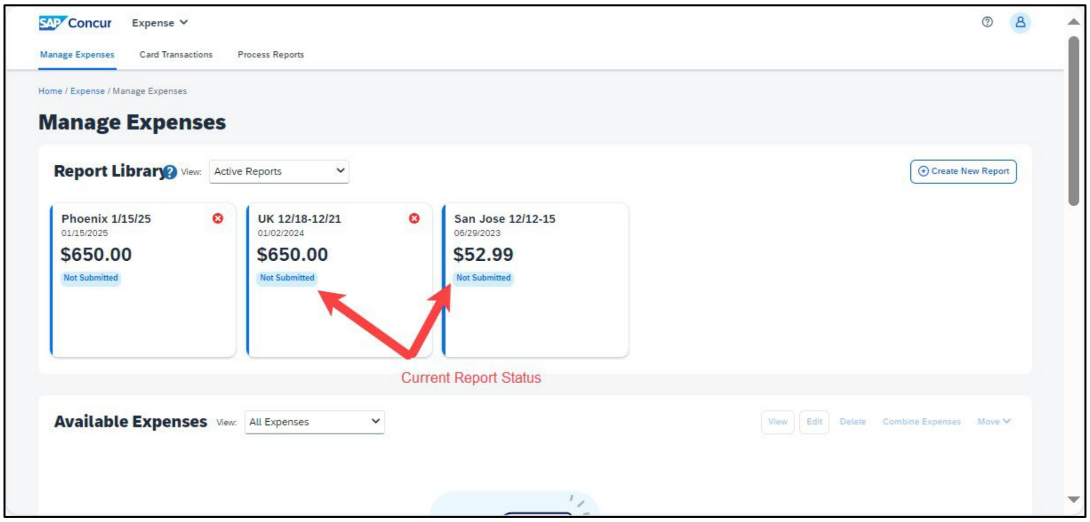


5. When finished, select **"Create Expenses"**. Expenses will then be automatically added to the Expense Report. Once created, expense lines can be deleted, however, amounts cannot be altered. To reduce the report total, if needed, add a negative amount using the Expense Type: Reduction.



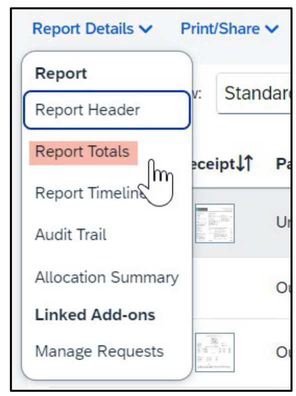
Report Details

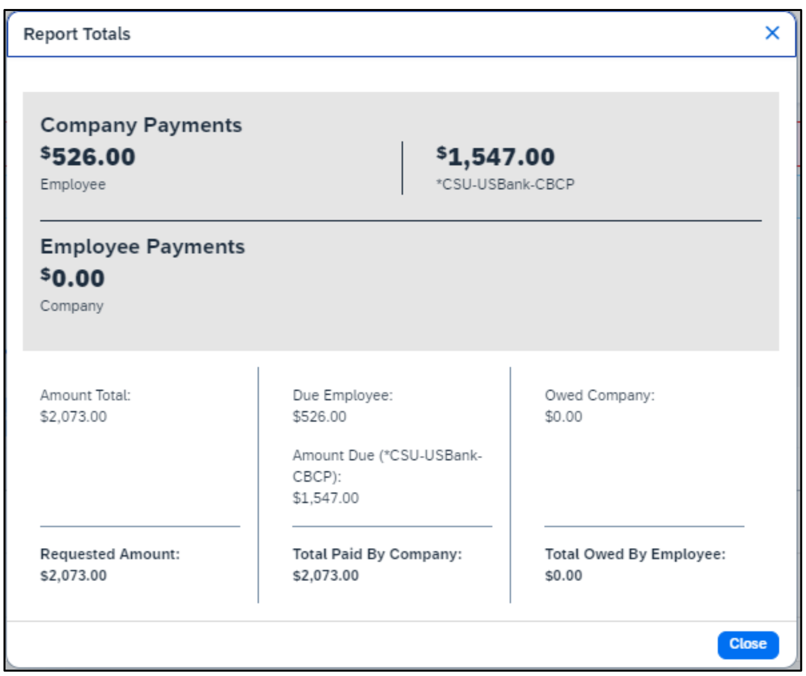
Using the **Expense** > **Manage Expense** navigation option displays the Expense Report library where expense reports and their current status are visible. Drill further by opening the report and utilizing the Report Details menu.



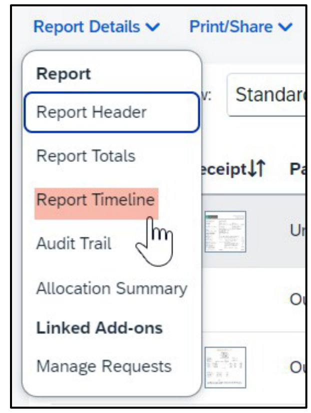
Report Totals

After adding expenses to the report, use this option to view the amount the traveler owes or what is due to the traveler from the university, and what has been paid to the credit card company by the university.

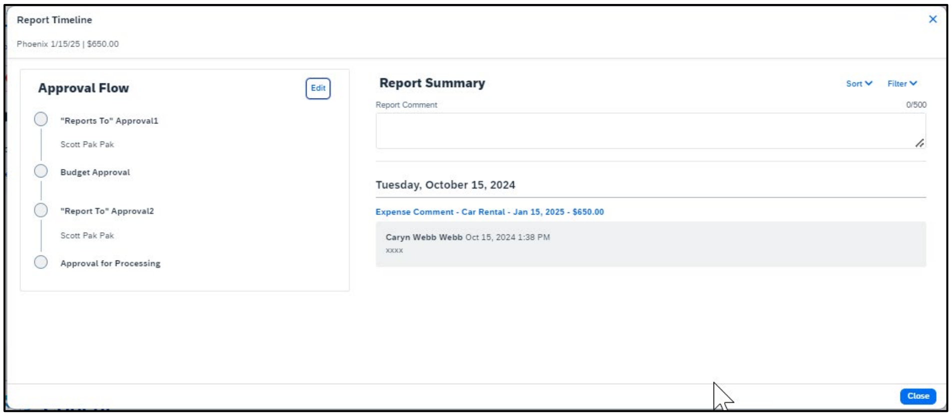




Report Timeline/ Tracking Status of an Expense Report after Submission

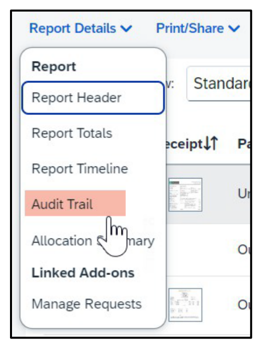


You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the "reports to" approver. For your report, this would reflect an actual person's name.

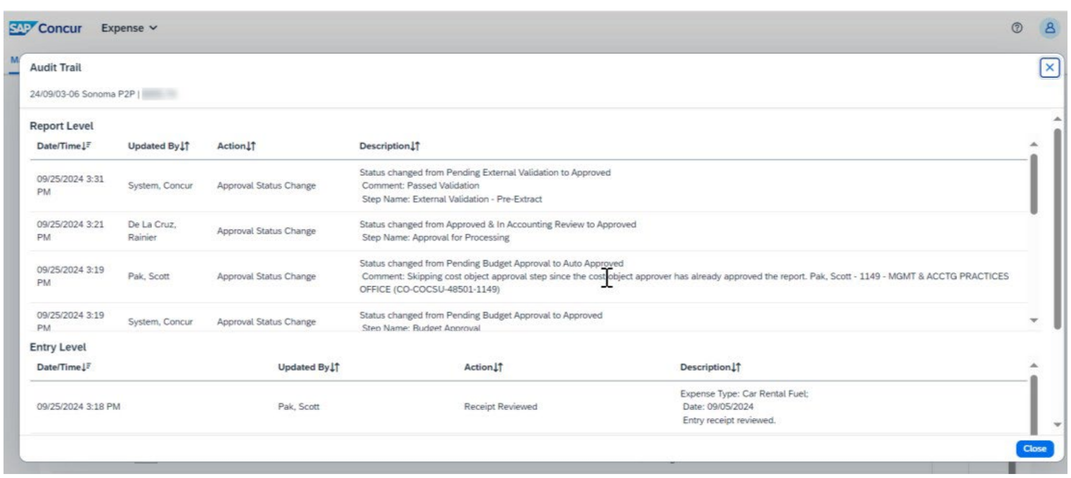


1. This view shows the Approval Flow and the current stage of the expense report.
2. This view provides comments and keeps track of when the report was submitted.
3. The Budget Approval name will remain blank until the report is submitted and the system will then populate this workflow step with the approver name(s) based on the Chartfield(s) indicated.
4. Adjust the Sort, if desired.
5. Select "**Close**" when finished viewing the timeline.

Audit Trail

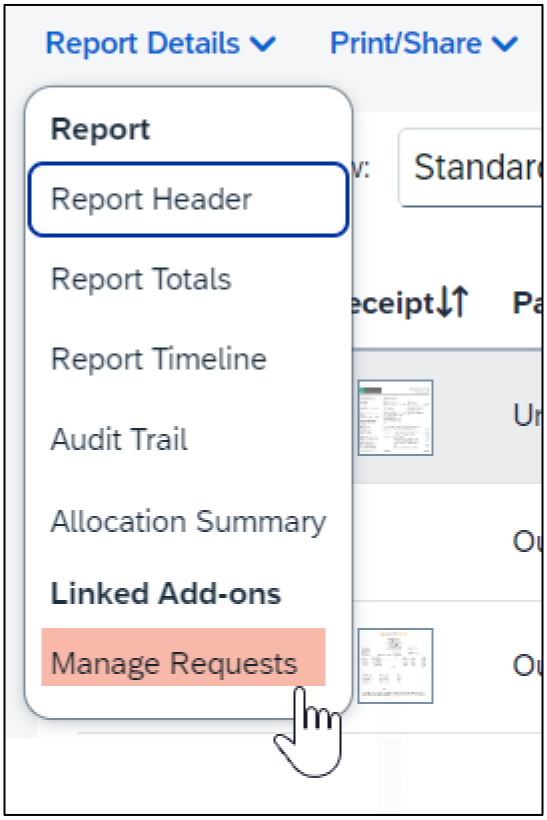


Using this option a user can view the record of all changes made to an expense report once the report is submitted. Actions at the Report Level and Entry Level are both tracked.



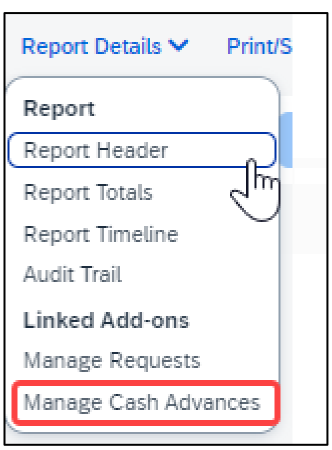
Linked Requests/Manage Requests

Using this option, a traveler can disassociate or add a travel request from the expense report or view the linked travel requests. Multiple travel requests can be linked to a single expense report for a trip that begins on the same day another one ends. This can only be done if the report is unsubmitted or returned back to the traveler.



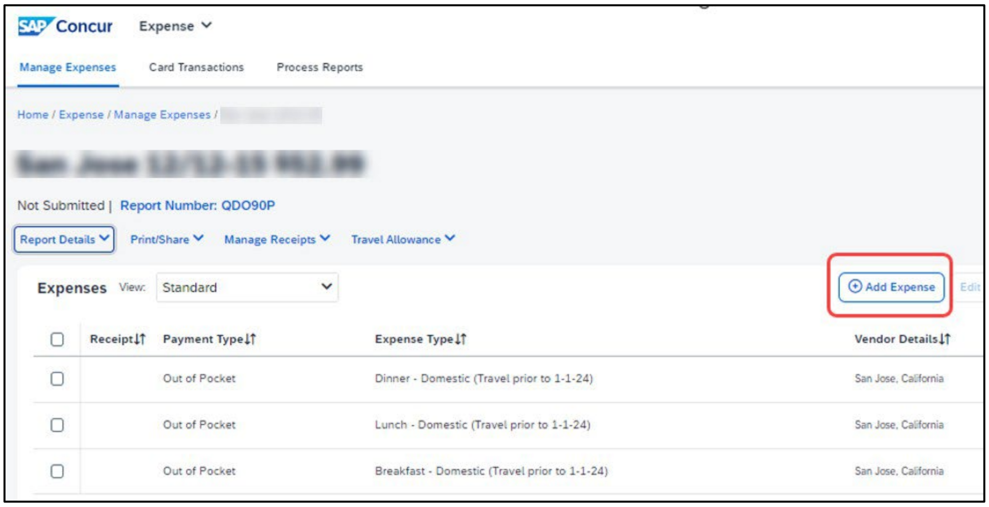
Linked Cash Advances

Select "Report Details > Manage Cash" to display the Cash Advance window.



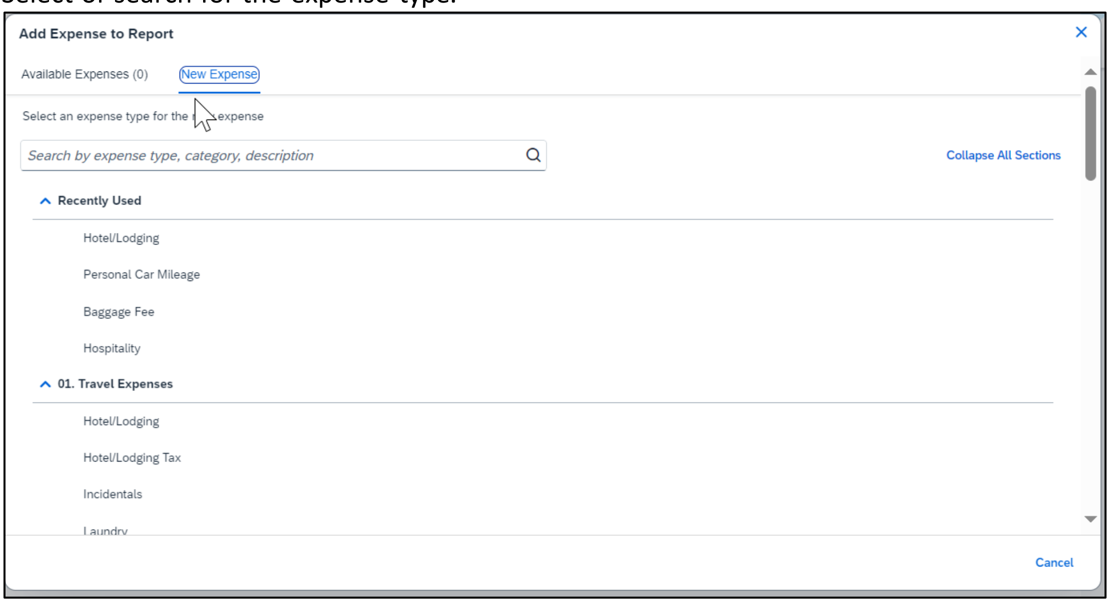
Adding Expenses from within the Expense Report

1. From the open expense report, select "**Add Expense"**.

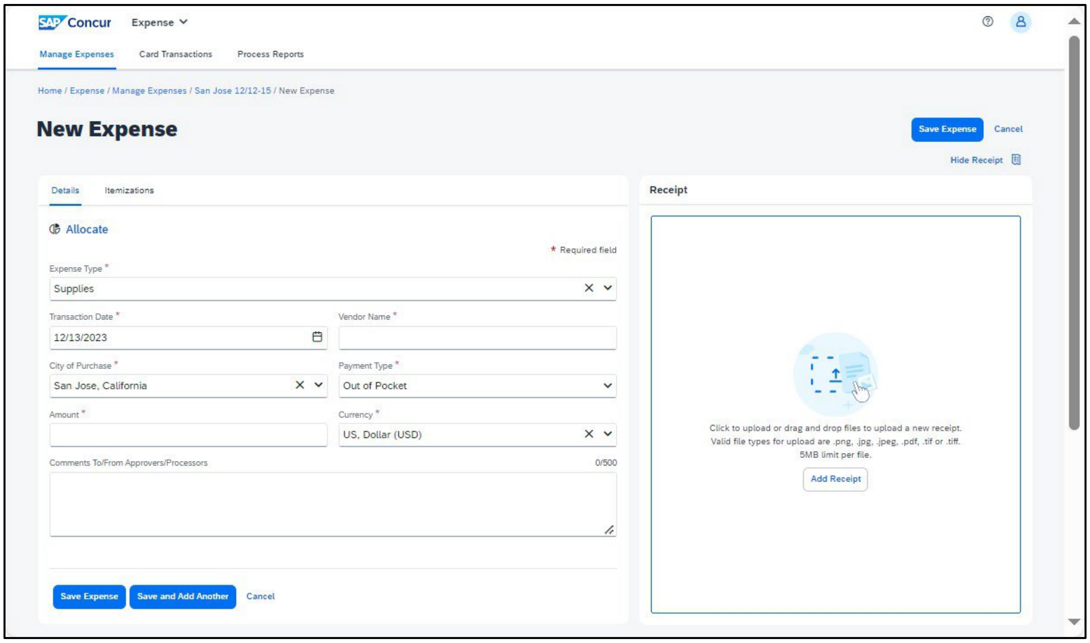


2. If creating a new expense using the **"Create New Expense"** tab,

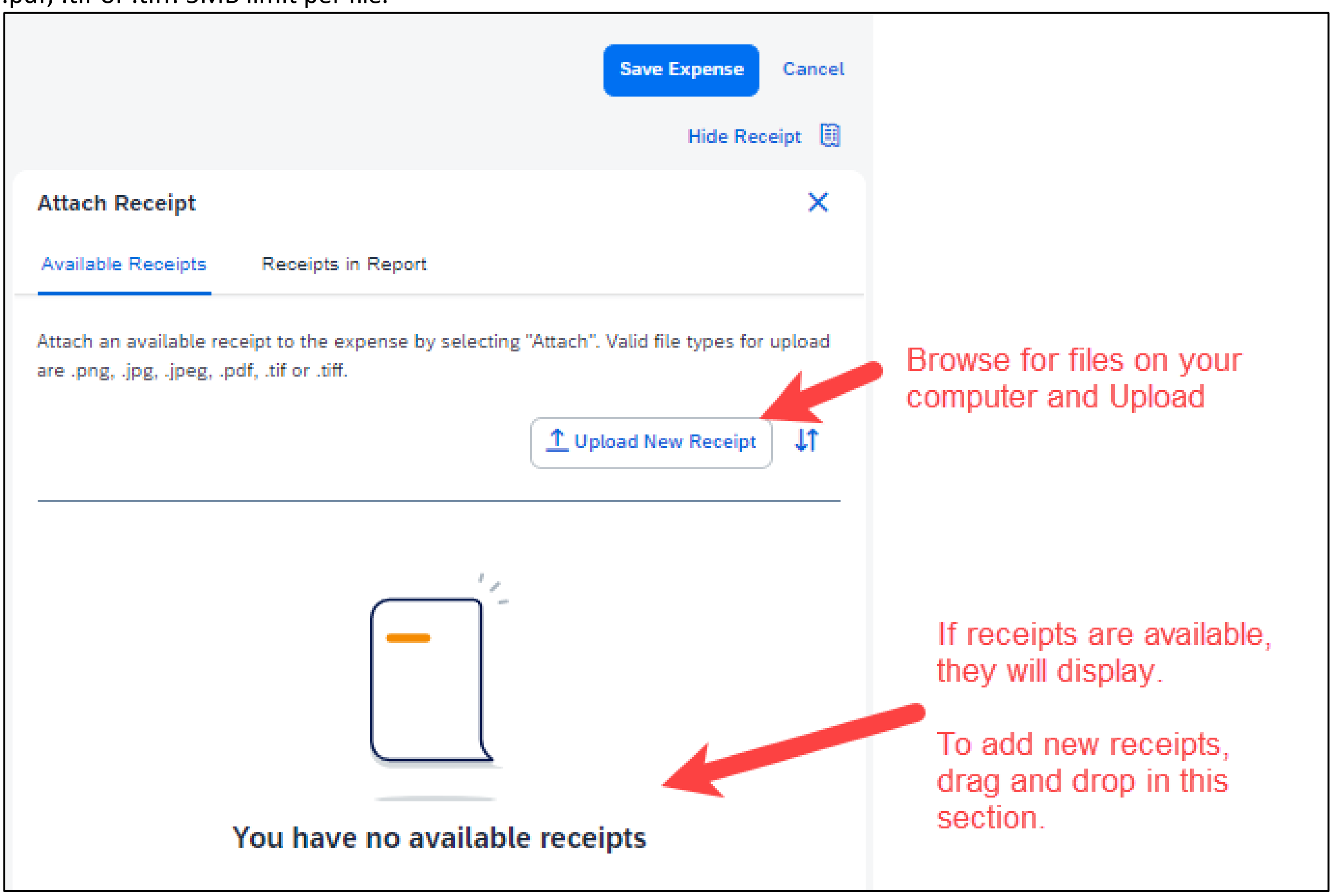
   a. Select or search for the expense type.



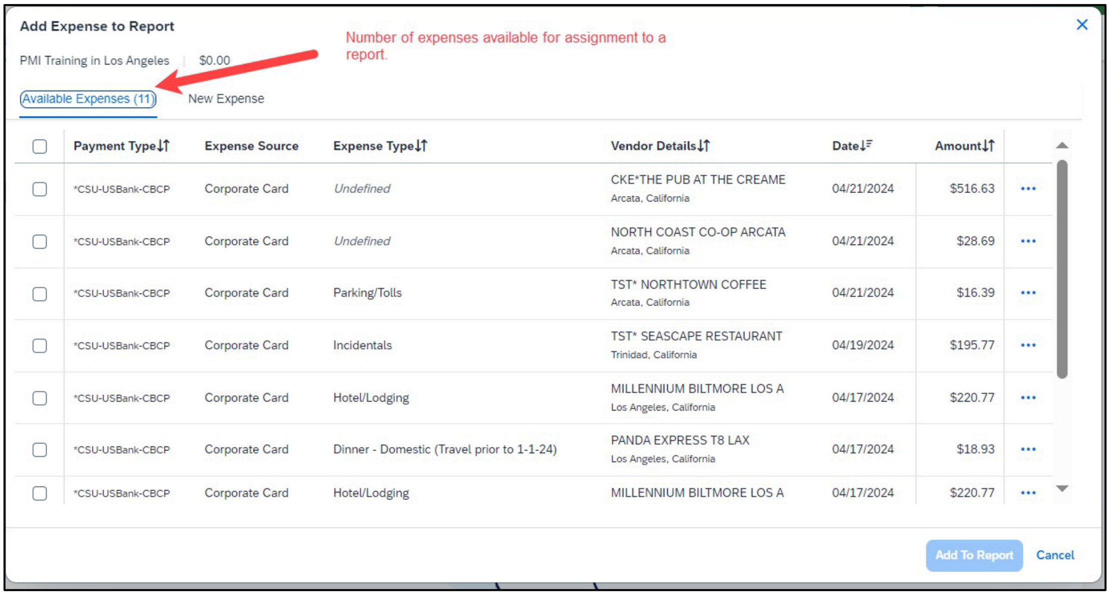
b. Enter details for the **“New Expense”**. In this case, enter the Transaction Date, Vendor Name, City of Purchase, Amount, and Comment. Fields with a red asterisk are required fields.



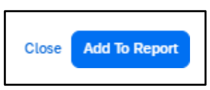
3. Select **“Add Receipt”** and upload the appropriate supporting documents. *Select “**Upload New Receipt**” to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.



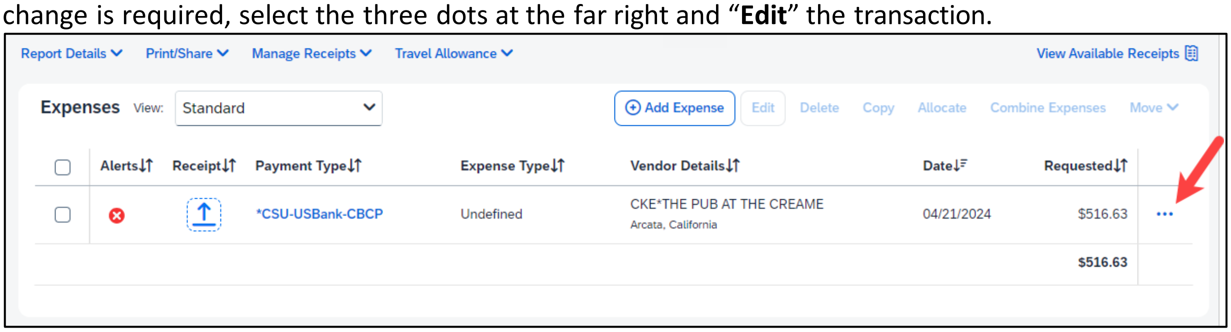
4. Select **"Save Expense"** button to close and return to the report or select **"Save and Add Another"** if additional expenses must be added to the report.
    a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.
5. If creating a new expense using the **Available Expenses** tab, note that all available expenses done on the Travel Credit Card/Ghost Card Charges will appear here. Note: Flights purchased through Concur or the TMC will come into the Available Expenses are as a Ghost Card charge.
    a. Select the checkbox next to each transaction that you want to assign to the current expense report. The Payment Type and Expense Source columns help to identify the method of purchase.



    b. Select the **"Add to Report"** button to move the to the current expense report.
    Note: If a checkbox is not selected, the "**Add to Report**" button will appear light blue.

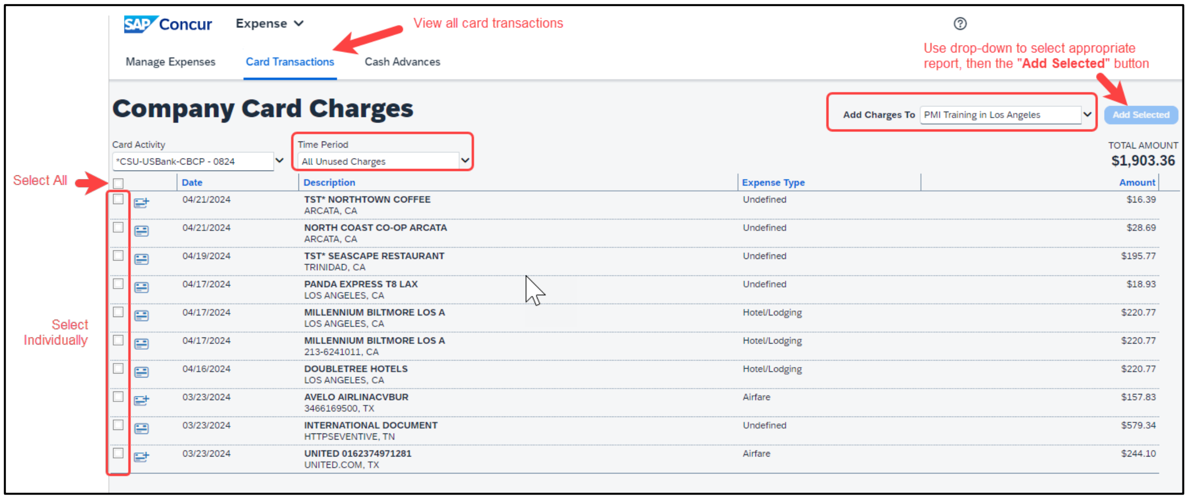


    c. Verify or update the Expense Type classification of the imported credit card transactions. If a change is required, select the three dots at the far right and "**Edit**" the transaction.



6. If creating a new expense using the **"Card Transactions"** method (window displayed below),

   a. Ensure you have **"All Unused Charges"** selected in the Time Period field. This will prevent you from omitting a charge on your card that is outside of the default range. Select all the charges or the individual charges that were for this travel report. This view resembles the Available Expenses view.



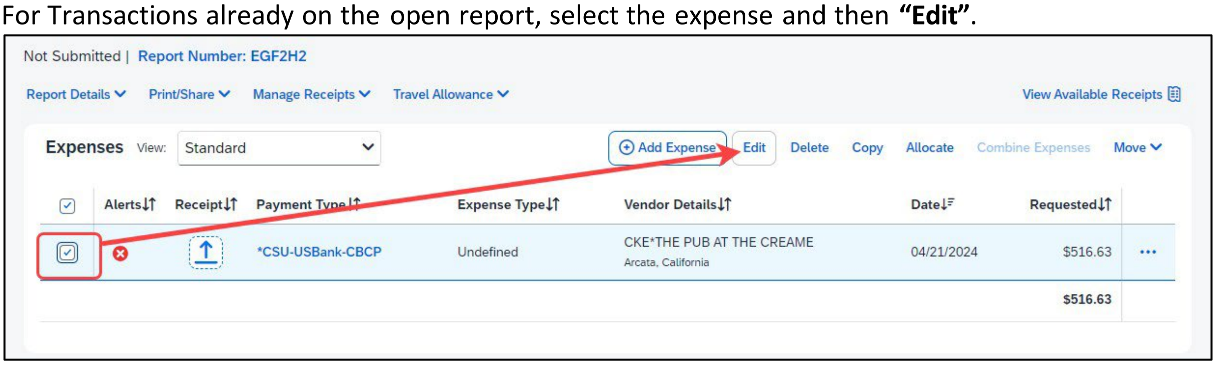
   b. Validate the Report Name in the **"Add Charges To"** field is valid, then select the **"Add Selected"** button to move the transactions to the report.

   c. Verify or update the Expense Type classification of the imported credit card transactions, especially for Meals purchased on the Campus Issued Card.

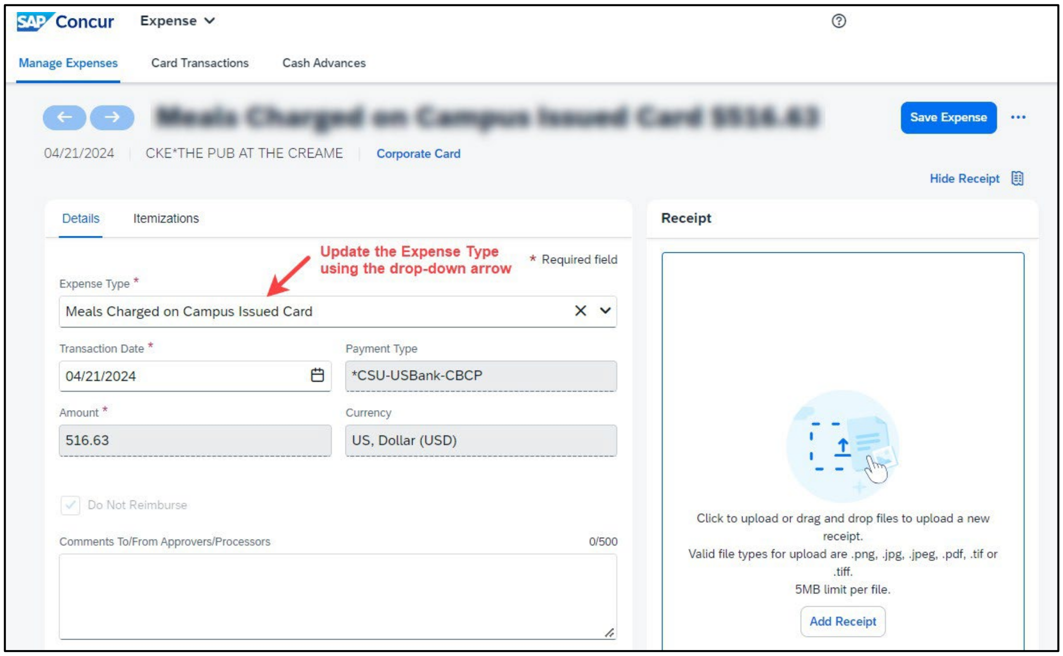
Meals Charged on a Campus Issued Card Expense Type

This expense type will be utilized when a traveler has access to a campus issued travel card and uses it for meals. The cardholder is required to report any meals purchased in this way and it will auto deduct the value from the M&IE per diem offered through the university.

7. For Transactions already on the open report, select the expense and then **"Edit"**.



8. Update the expense type to **"Meals Charged on Campus Issued Card"**, then select **"Save Expense"**.



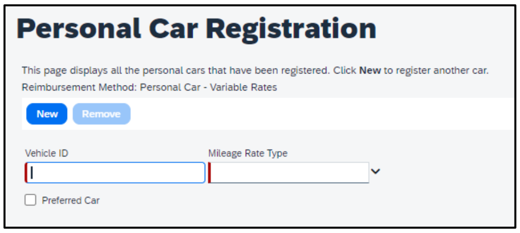
9. CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:
   - **Warning-** **eligible to continue and submit.**
   - **Hard Stop-** **cannot move forward and must make correction prior to submission**.

To Create a Car Mileage Expense

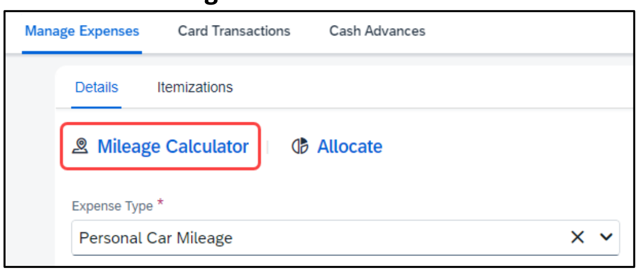
You must register a car for the applicable mileage type in order to be reimbursed for mileage. See **Personal Car** section for instructions on setting up your vehicles.

1. From within the Expense Report, select **"Add Expense"**.

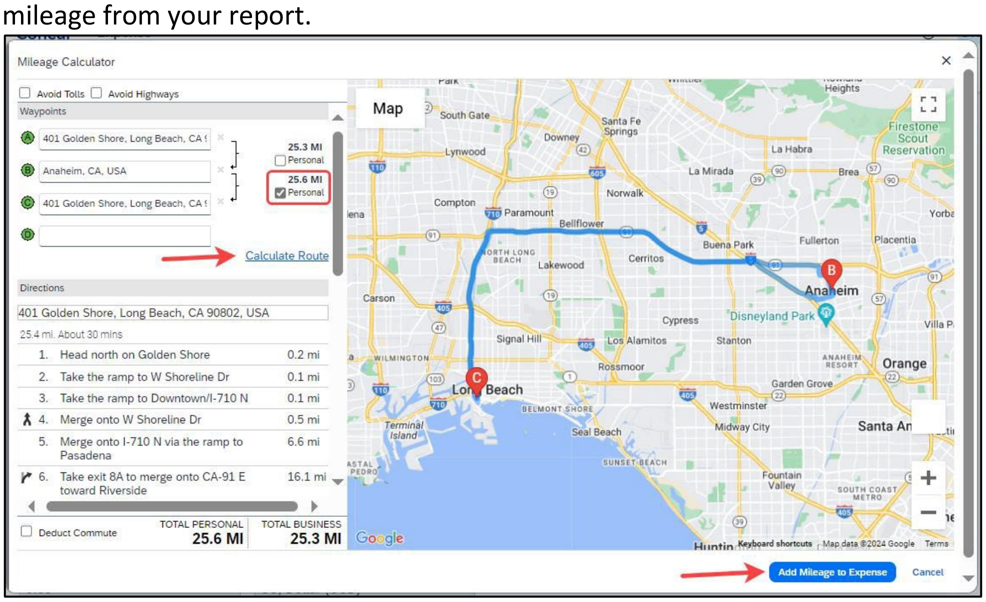
2. Select the **"Personal Car Mileage"** Expense Type. The mileage form will open with the required and optional fields displayed.
    a. If you are prompted to add a new vehicle, add the vehicle description and "**Personal Car**" as the mileage rate type. If not prompted and there is a need to add a new vehicle or modify an existing vehicle, the same location may be accessed by selecting the "**Profile**" icon in the upper right corner of the window, "**Profile Settings**", then select "**Personal Car**".



3. Select the **"Mileage Calculator"** button.



4. Type in the locations and select **"Calculate Route"**.
5. Update the route as appropriate. If round trip mileage should be calculated, select the link "**Make Round Trip**".
6. Only use the Personal checkboxes to the right of each waypoint if you want to omit that portion of mileage from your report.



7. Select **"Add Mileage to Expense"**. The amount will calculate as the form closes and all the fields will be populated on the form. The mileage reimbursement amount automatically updates based on the travel date and rate effective date.
8. Complete all required and optional fields as appropriate.
9. Select **"Save Expense"**.

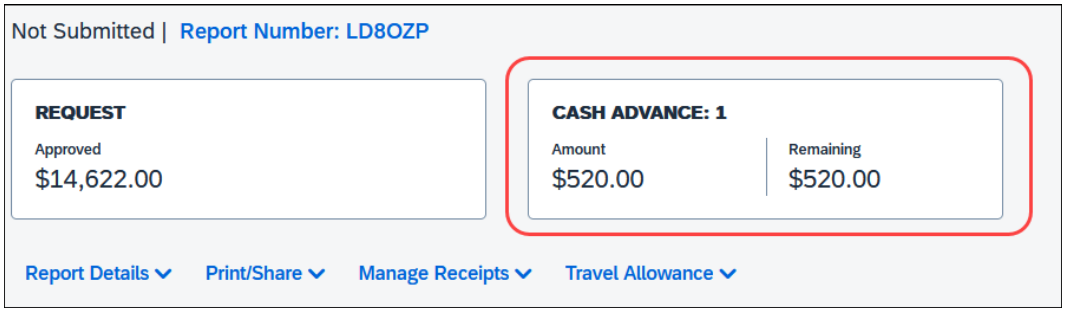
Expensing a Cash Advance

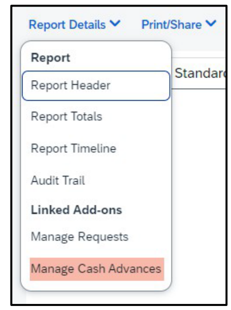
If you had a cash advance issued, you will need to expense the cash advance with your expense report for the associated trip the advance was used for. Cash advances are reserved for competitive team travel or other extenuating circumstances.

To Expense a Cash Advance (with amount fully utilized):

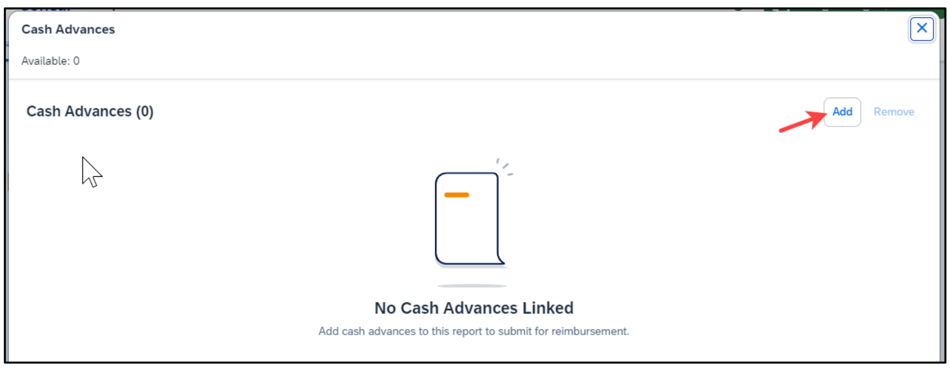
At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

1. From within the Expense Report, select “**Report Details**”. Select “**Manage Cash Advances**”.

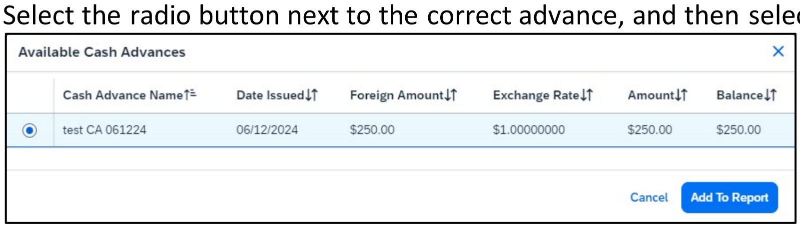




2. If no advances are linked, the No Cash Advances Linked message will display. Select “**Add**” to link a cash advance.



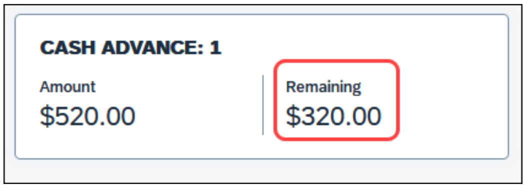
3. Select the radio button next to the correct advance, and then select “**Add To Report**”.



4. Continue to enter your expenses as normal. When you enter an out-of-pocket expense, the outstanding cash advance balance will reduce.

When the Outstanding Advance balance is zero, then the cash advance has been fully utilized. If you have additional out-of-pocket expenses, you will receive the balance you paid out-of-pocket minus the cash advance amount.

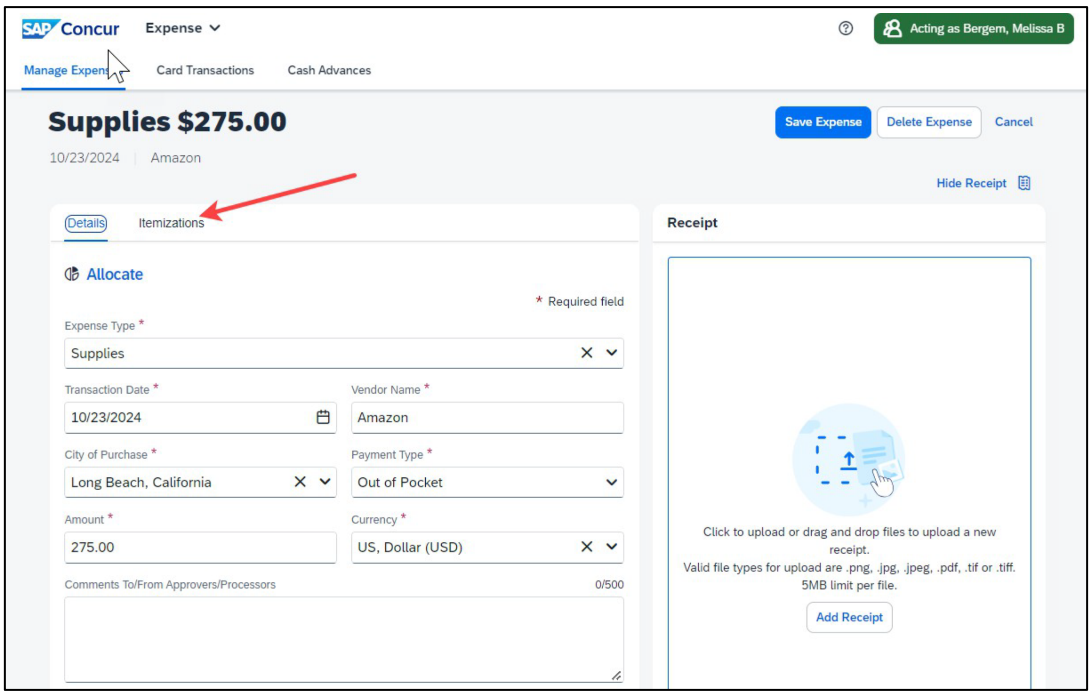
To Expense a Cash Advance (Excess Funds to be returned to the University): If there are funds not fully utilized from the advance after accounting for all expenses, you will see the amount remaining at the top of the screen. The remaining amount must be paid back to the University and the returned amount must be accounted for within the expense report.



1. Enter an expense line for the funds returned as **"Cash Advance Return."** Attach the receipt you received from paying back the advance. This will clear the remaining balance to $0.00. You will now be able to submit the expense report.

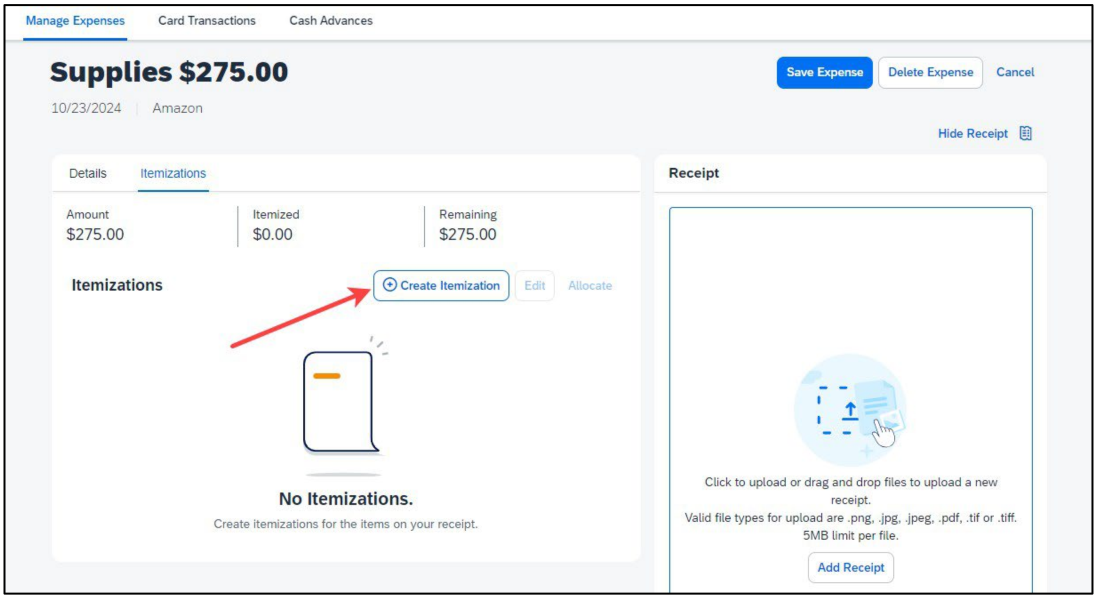
Itemizing Expenses

Use the Itemize feature to account for transactions that should be charged to multiple expense types (accounts codes). Itemization should be completed prior to Allocation (charging to multiple chartfields).



To itemize a general expense:

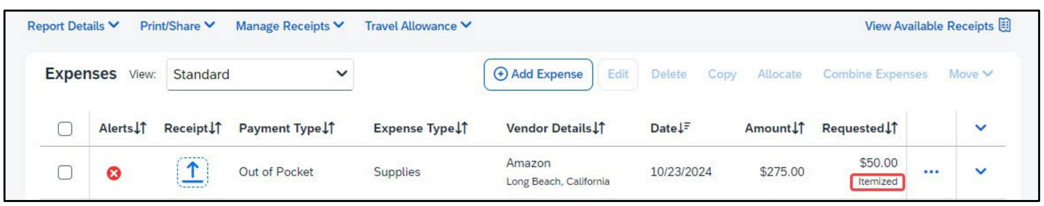
1. Add the expense as usual and then select Itemizations tab. The itemized amount must match the total expense. Not all expense types can be itemized.



2. Select "**Create Itemization**" link, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.

3. Complete the fields as required.
   Select "**Save Itemization**" or "**Save and Add Another**".

4. The expense will now reference an "**itemized**" note under the amount if the line item is able to be itemized.



5. Repeat for each additional itemization, on the Itemization tab, select the appropriate expense type and complete the appropriate fields.

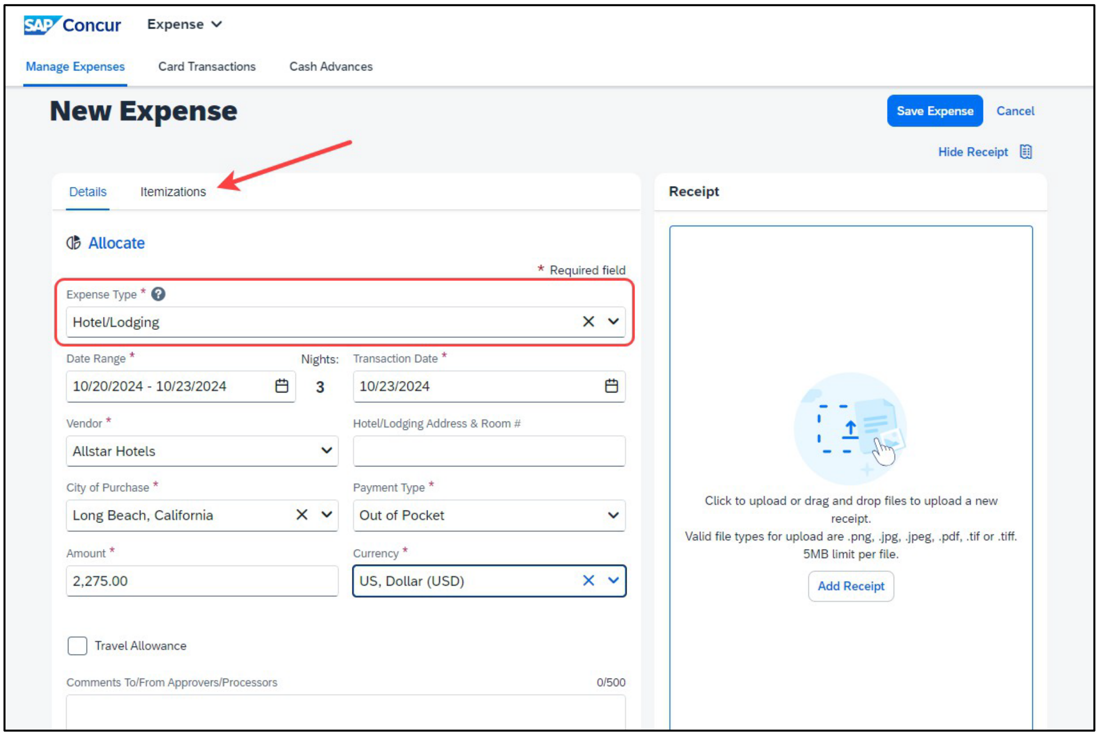
To itemize a hotel expense:

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, telephone charges, and maybe personal items. You must itemize these expenses so that they can be reimbursed correctly.

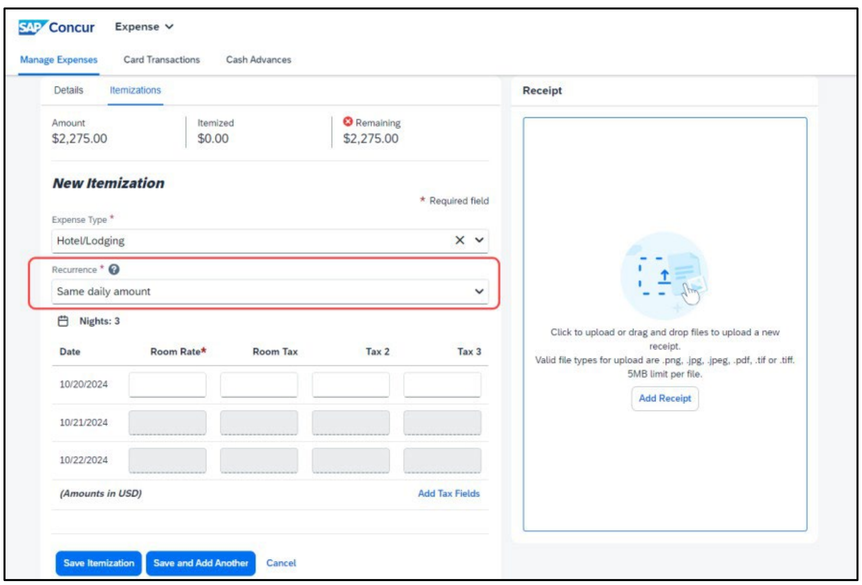
To create a lodging expense:

1. With the Expense Report open, on the "**Create New Expense"** tab, select the Hotel/Lodging expense Type. The lodging form will open with the required and optional fields displayed.

2. Complete all required and optional fields as appropriate.



3. Select "**Itemizations"** tab. The Hotel/Lodging expense type requires itemizing.



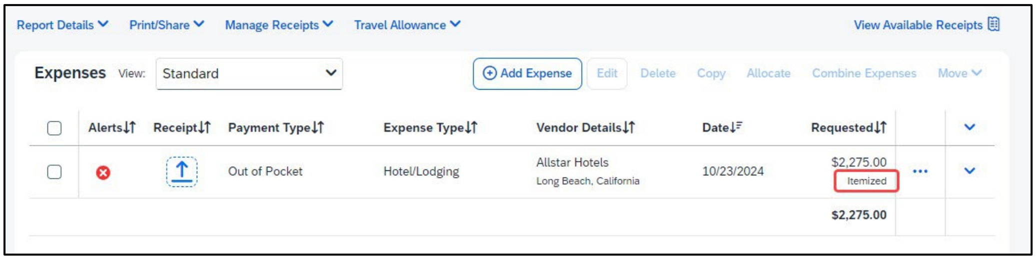
4. The number of nights and days auto populate.

5. Select "**Same daily aount", "Different daily amount"** or "**Not recurring"** depending on the respective hotel details. If not the same each night (i.e. increase for weekends, etc.) this option will let you note the differences from day to day, otherwise select same every night to itemize full cost of stay by respective classification.

6. Enter the Room Rate, Room Tax, and Additional Charges.

7. Select "**Save Itemization**".

If there is a remaining amount to be itemized (other charges, for example, for parking or meals), the remaining amount is displayed in the Remaining field. Continue to itemize the amounts until the balance is $0.00. For lodging, if Payment Type: Out of pocket, omit any meals and do not include them in the itemization/report as you will receive the M&I per diem.

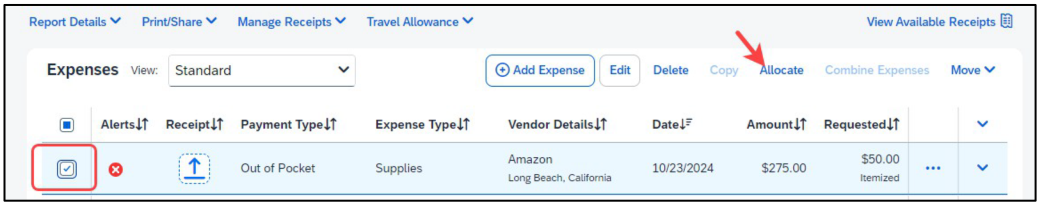


Allocating Expenses

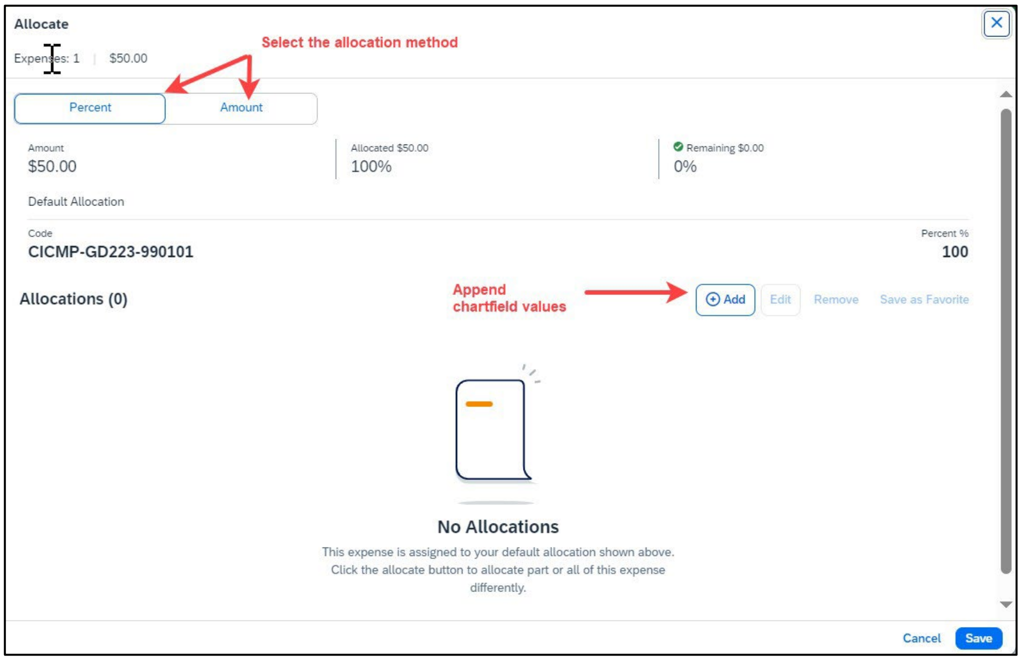
The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

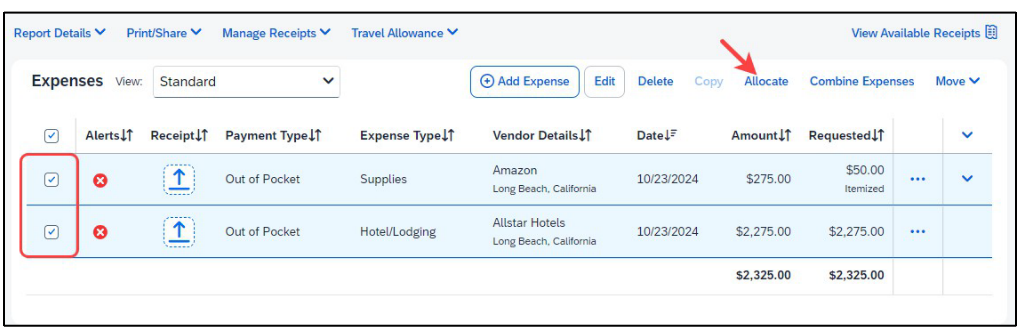
1. Allocate single expense - With the report open, select a *single* expense and select "**Allocate".**



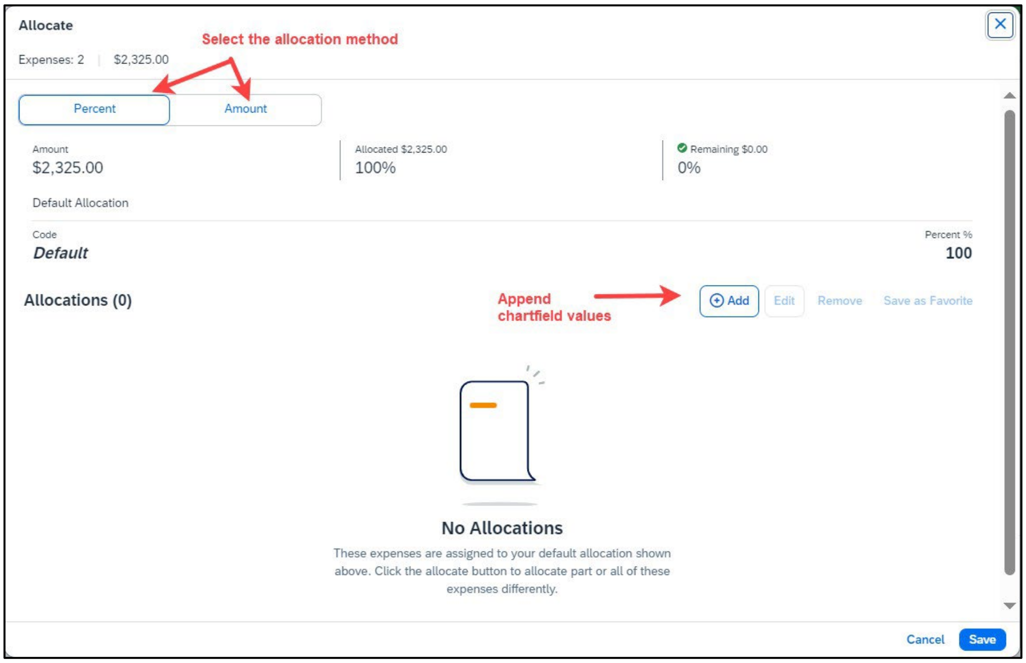
2. Select the **Percent** or **Amount** tabs, then "**Add"** and enter the new chartfield designation. This accommodates a split distribution and enables areas to share costs.



3. To allocate multiple expenses (or the entire report) at a single time, select the expenses and then select the "**Allocate**" button.



4. Select **Percent** or **Amount**, then "**Add"** and enter the new chartfield designation.



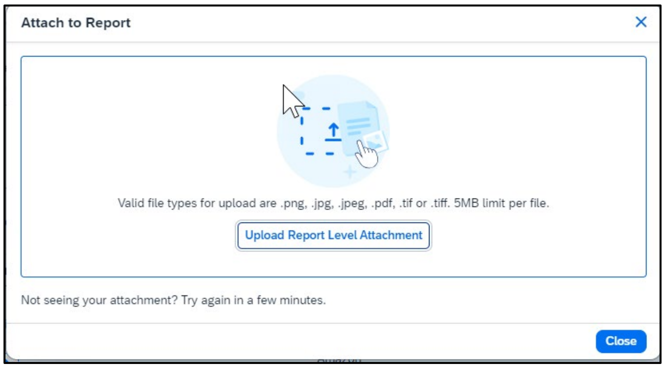
5. Select **Save**.

Attachments

Managing Attachments

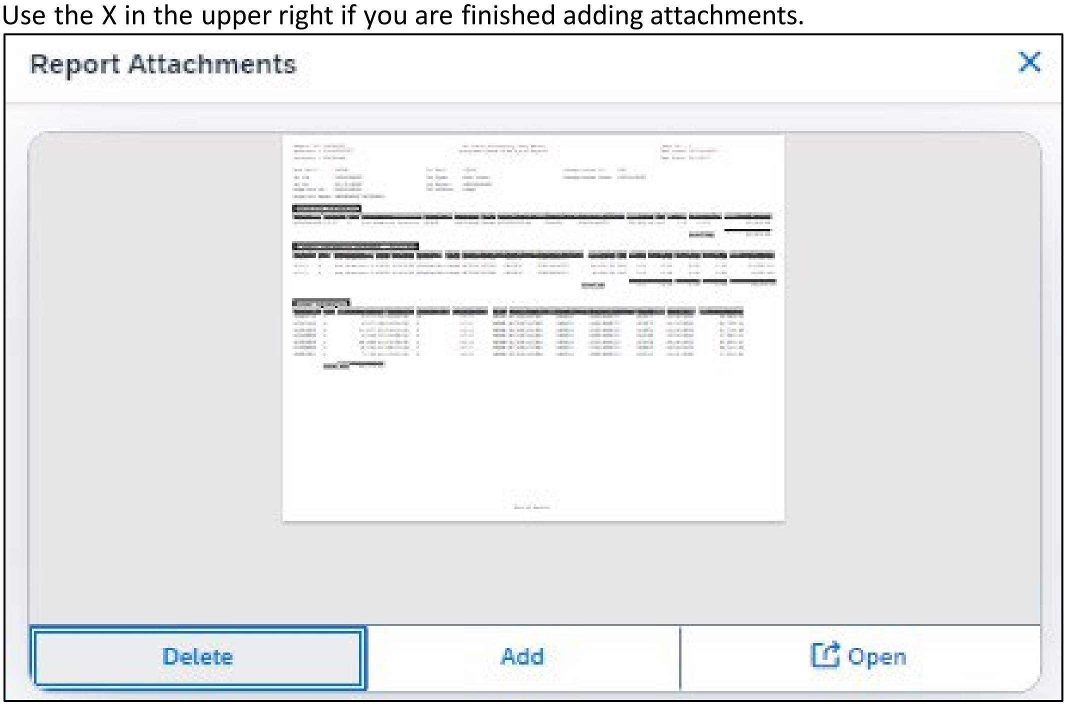
Navigate to **Manage Receipts** > **Manage Attachments** menu to launch **"Upload Report Level Attachment"** window. These are files that support the expenses (no need to attach meal receipts when using location based per diem) . Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for processing the travel expense claim.

1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.

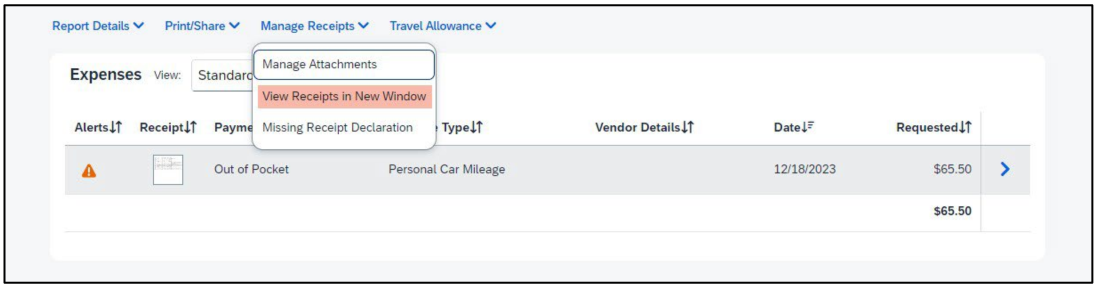


2. A report option window will provide "**Delete**", "**Add**" or "**Open**" action buttons for the attachment. "**Delete**" will be prompting to remove the current attachment. "**Add**" is used to insert more attachments. "**Open**" is used to view the attachment in full size.

3. Use the X in the upper right if you are finished adding attachments.



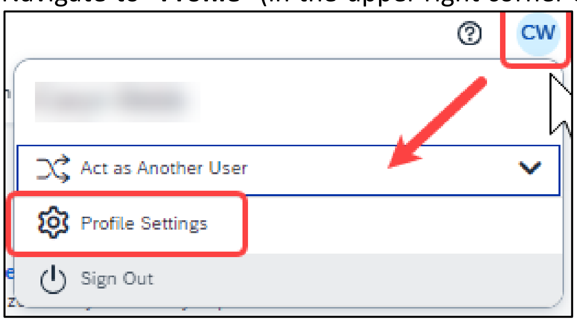
4. Once documents have been uploaded, the Manage Receipts menu displays an additional option to **"View Receipts in New Window"**. *Note: Documents cannot be removed once the Expense Report is submitted or Appoved. However, more documents may be attached to a report at anytime.



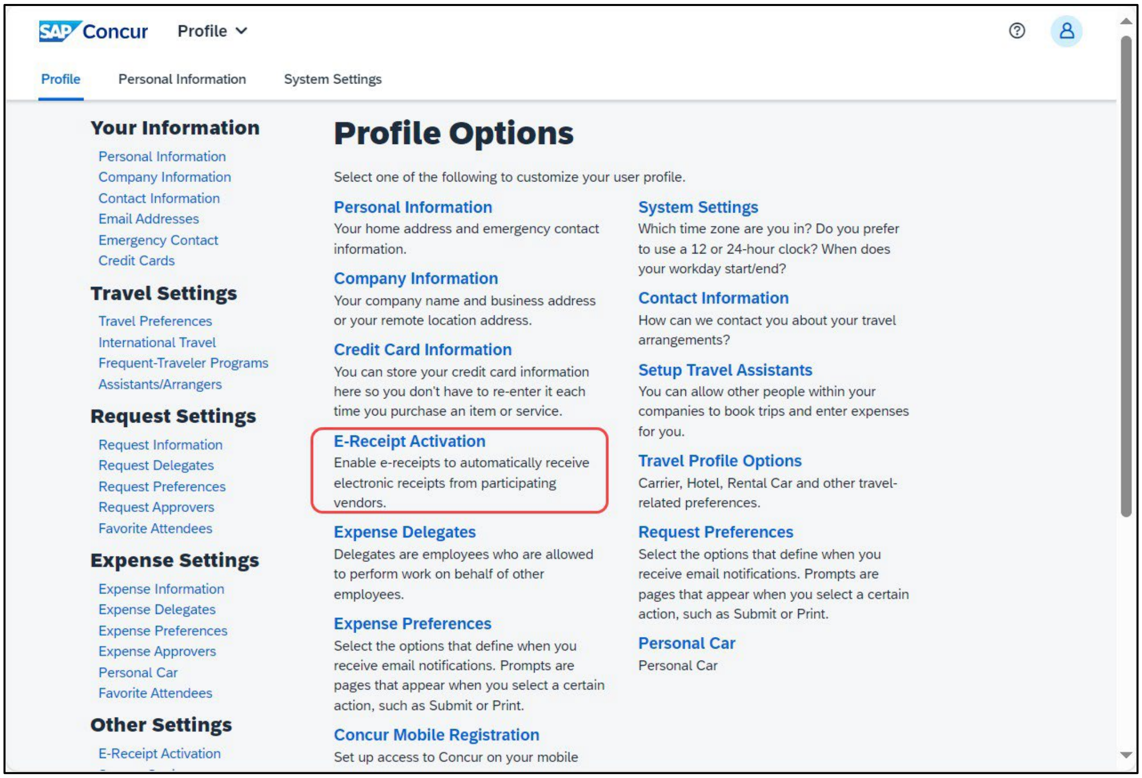
Electronic Receipts (E-Receipt)

An electronic version of a paper receipt for expenses incurred by Concur users. Opting into e-receipts can alleviate the amount of data you need to type into the system. Some hotels offer receipts which are imported into Concur and facilitate the data entry for you.

1. If a user wants to use e-receipts for car and hotel, they must activate the feature and opt themselves in.
2. Navigate to "**Profile**" (in the upper right corner of the window), then "**Profile Settings**".

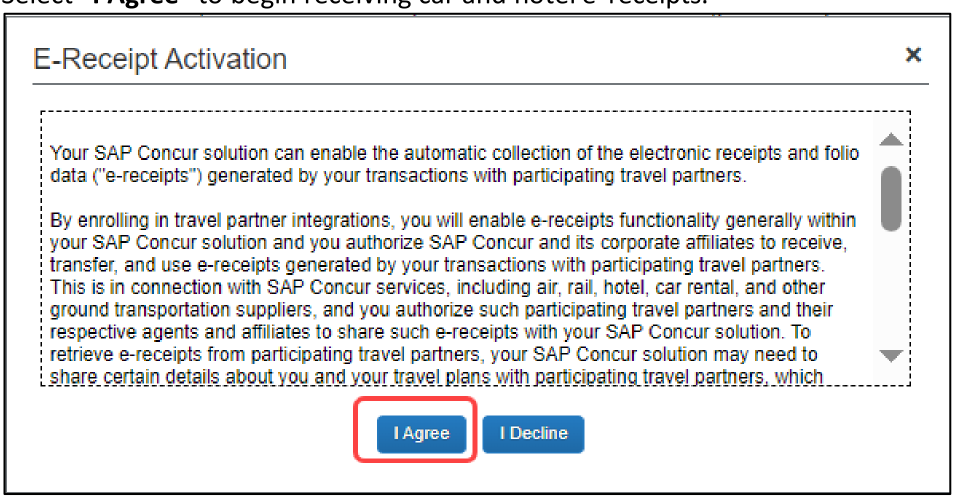


3. Once in the Profile Options window, navigate to the profile settings in the left menu area to a section called "**Other Settings**" and select "**E-Receipt Activation**".

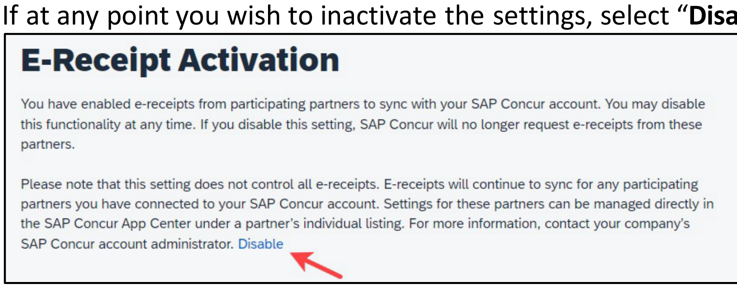


4. In the main area of the window, select "**Enable**" to activate the e-receipt functionality.

5. Select "**I Agree**" to begin receiving car and hotel e-receipts.

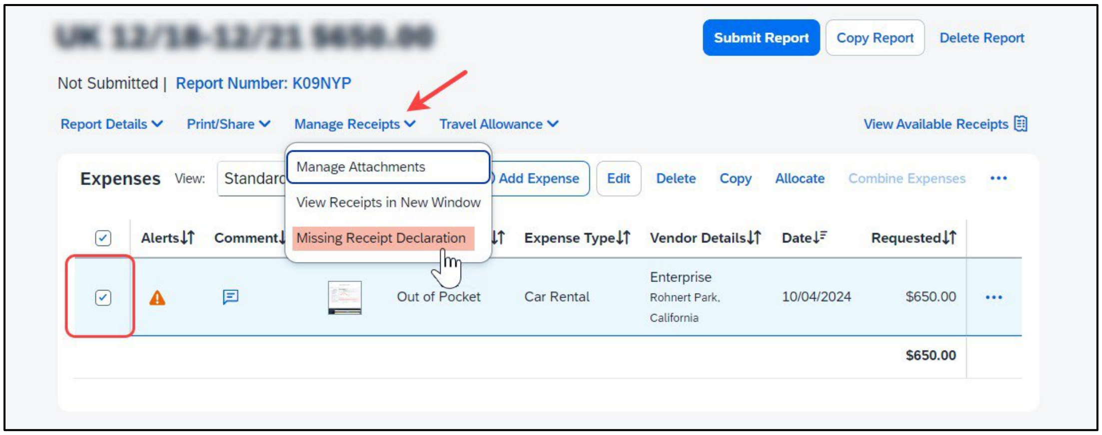


6. If at any point you wish to inactivate the settings, select "**Disable**"

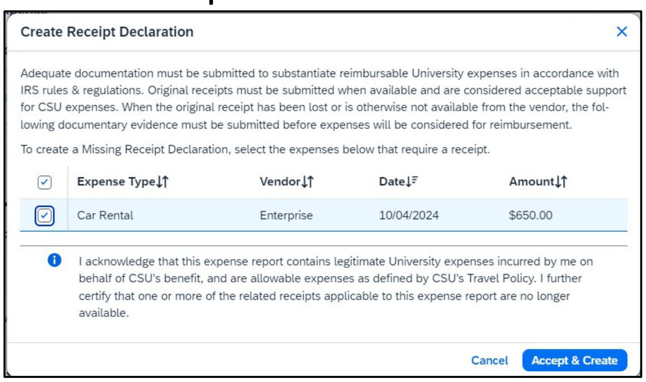


Missing Receipt Declaration

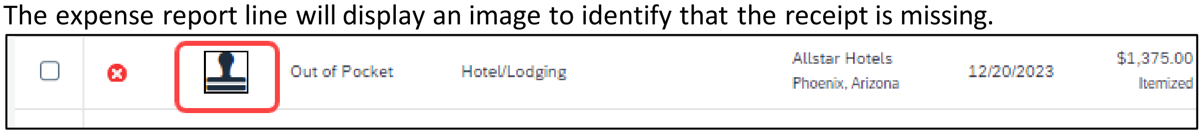
1. For missing receipts, open the expense report and select the item for which the receipt is missing then navigate to **Manage Receipts** > **Missing Receipt Declaration**. Note: This is only visible to the Traveler. Delegate's do not have access to this create a missing receipt on behalf of the Traveler.



2. Complete the Receipt Declaration by checking the box to confirm the receipt that is missing, then select the button "**Accept & Continue**".



3. The expense report line will display an image to identify that the receipt is missing.



4. Please be aware that a missing receipt declaration cannot be used for all expenses. The system will alert you if it cannot be used.

Send Receipt Images to Travelers Available Receipts Library

The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line item of the Traveler report they are acting on. The following steps should be completed during profile setup:

1. The Traveler must verify his/her own email address in his/her profile under Your Information, Email Addresses.

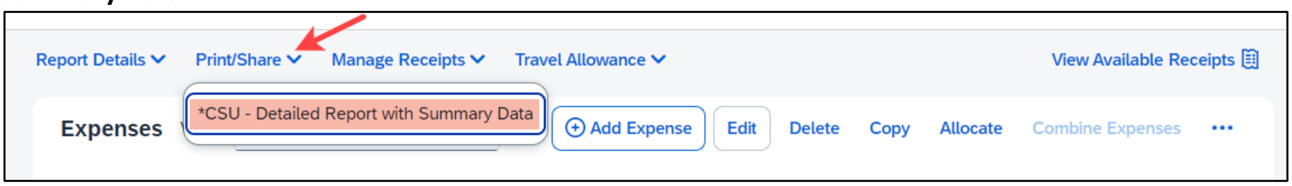
2. The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.

3. The delegate must have the correct delegation permission (can prepare, can view receipts, etc.). To update delegate permissions, go to **Profile > Profile Settings.**
4. Navigate to **Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts.**
5. Then, the Delegate can email receipts to receipts@concur.com with the correct image extensions and size (must be a .png, .jpg., .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file).
6. The Delegate must put the Traveler email address in the subject line.
7. The receipt will show in the Traveler **Available Receipts** gallery within three minutes.

Printing or Sharing an Expense Report

To Preview and Print the Expense Report

1. On the Expense Report page, select “**Print / Share**”, and then select “***CSU-Detailed Report with Summary Data**”.

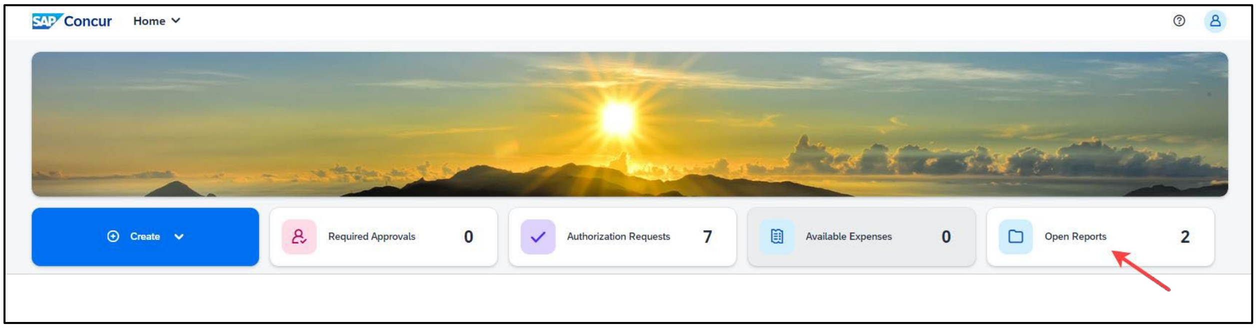


2. Select **Print** or **Save as PDF** or **Email** to get complete packet for expense report (only PDF and email includes copies of the report with receipts attached). Please note, copies are retained in Concur according to our CSU retention guidelines and maintaining duplicative copies elsewhere is not required of departments. By selecting Email, the recipient will receive an automated email (auto generated email will not receive replies) with the expense report copy. Audit trail will populate if a report has been emailed.

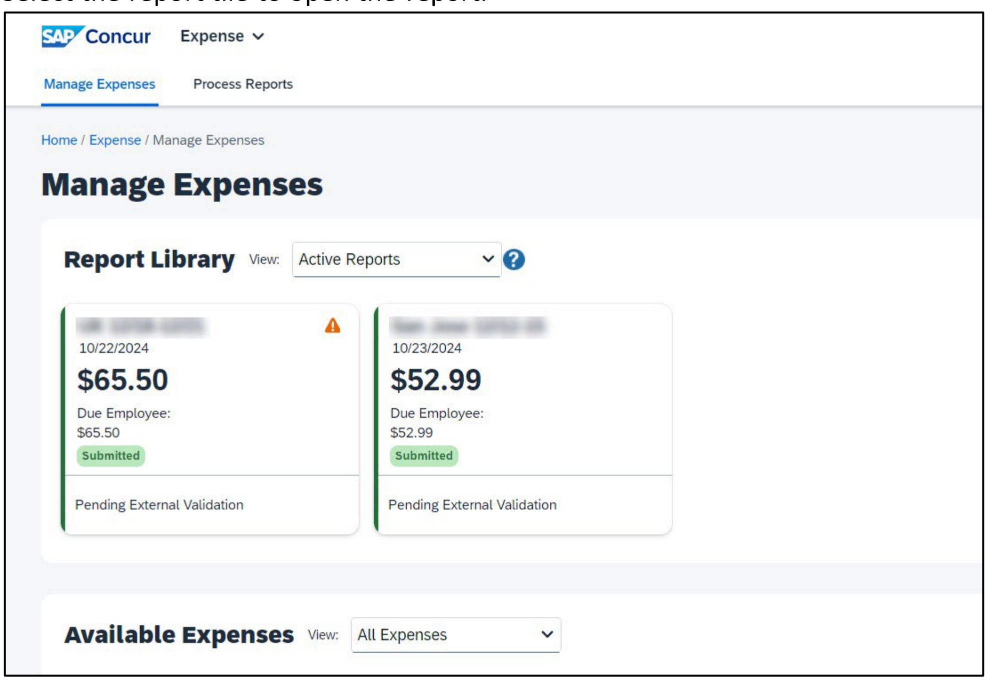
Correcting and Resubmitting an Expense Report

Your Expense Report Approver or processor will send a report back to you if an error is found. You will receive an automated email from Concur with a report status change of: Sent Back to User with a comment. The Approver or Processor will include a comment explaining why the report was returned to you. To identify and correct expense reports requiring resubmission:

1. On the home page, in the Quick Task Bar, select the **Open Reports** tile. In the **Manage Expenses** section of the page, the report appears with **Returned** header on the report tile. The approver's comment appears below the amount.



2. Select the report tile to open the report.



3. Make the requested changes.
4. Select “**Submit Report”**.