Riverside Community College District

SAP Concur

User's Guide

Spring 2020

(Version 1.3 - 2/21/2020)

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Version and Team Members

Version 1.3
Published 2/21/2020

We want to thank all the individuals that have contributed to the Concur project. This project is an organization wide effort to move the Riverside Community College District to a modern paper-less system for travel reimbursement. This project also includes an integrated travel booking component, Travel Store, that allows travelers to directly purchase airline tickets, reserve hotels, and rental cars.

Below are the individuals who have participated to make this a successful project.

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Kelly Bouchard (CA Department of General Services) - State-wide Travel Program
Travel Store (outside vendor)

Introduction

Concur is a web-based, integrated travel and expense management solution that centralizes and consolidates the travel request, booking, out-of-pocket expense reimbursement, and cash advance processing.

With faculty, staff, and students traveling for a wide-range of academic and professional development purposes, the Concur automated solution will help simplify and expedite the travel process, provide cost savings, increase efficiency, reduce reimbursement times, and eliminate paper. Concur was selected through a collaborative (District and College) proposal process and approved by the RCCD Board of Trustees.

This manual provides users guidance for processing travel requests, booking travel, and processing expense reimbursements in accordance with RCCD Board Policy 6900.

If you have any questions regarding the travel and expense reimbursement process or general Concur questions, please contact your location Concur administrator.

Location	Contract	Email Address	Phone Numbers	Backup
District Offices	Medlina Chavez Melissa Griffith April Tulod	puchasingtravel@rccd.edu	(951) 222 - 8042 (951) 222 - 8645 (951) 222 - 8776	
Moreno Valley College	Laurie Crouse	Laurie.Crouse@mvc.edu	(951) 571 - 6342	Susan Lauda Sharlena Segura
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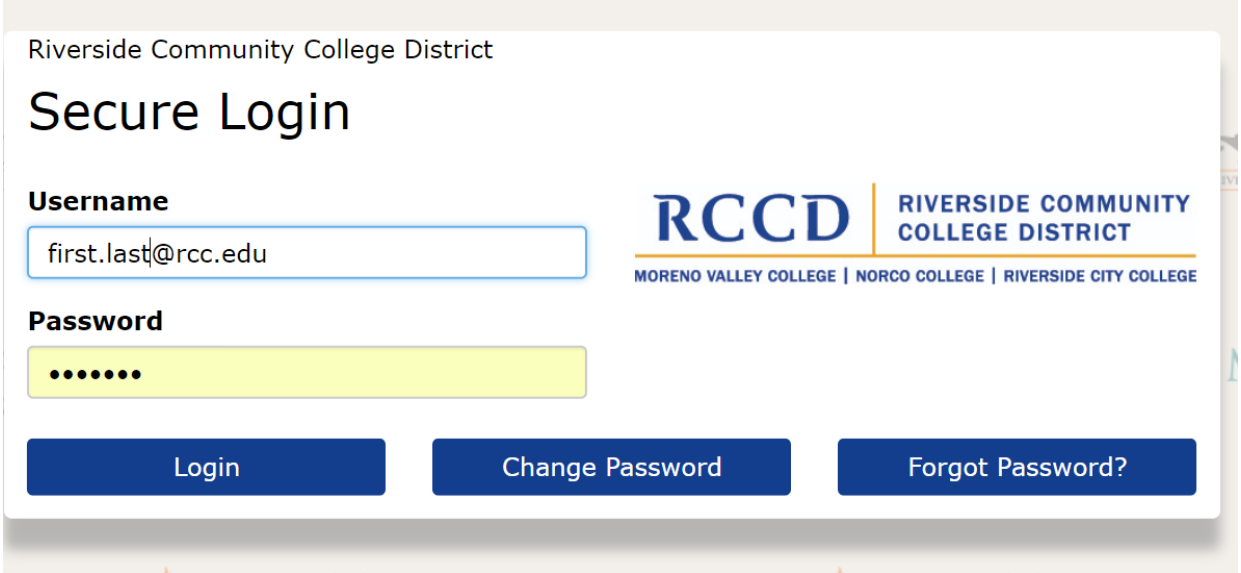
Riverside City College	Liz Tatum	Liz.Tatum@rcc.edu	(951) 222 - 8012	Jennifer Bielman Natalie Halsell

Accessing Concur

Employees can access Concur at any time through the District's Single Sign-on (SSO) Portal. To find the single sign-on portal open a web browser and go to go.rccd.edu. If you find your credentials do not work in the single sign-on portal, please contact your local Concur administrator.

Once there, enter the same username and password you use to login to your computer and/or access your RCCD email:



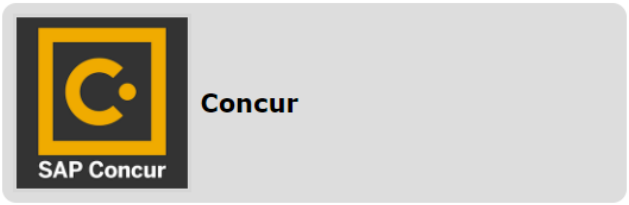
Click on the "Concur" app:

Section I:

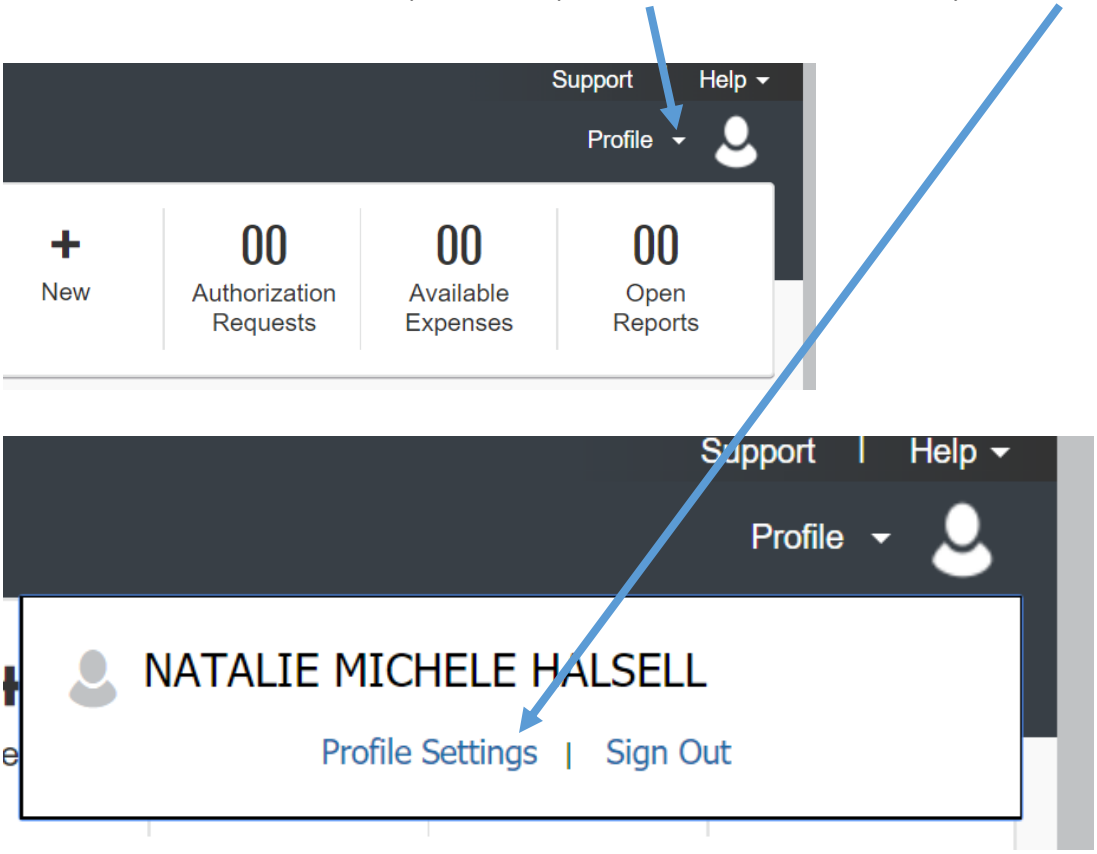
Creating your Travel Profile

Creating your travel profile

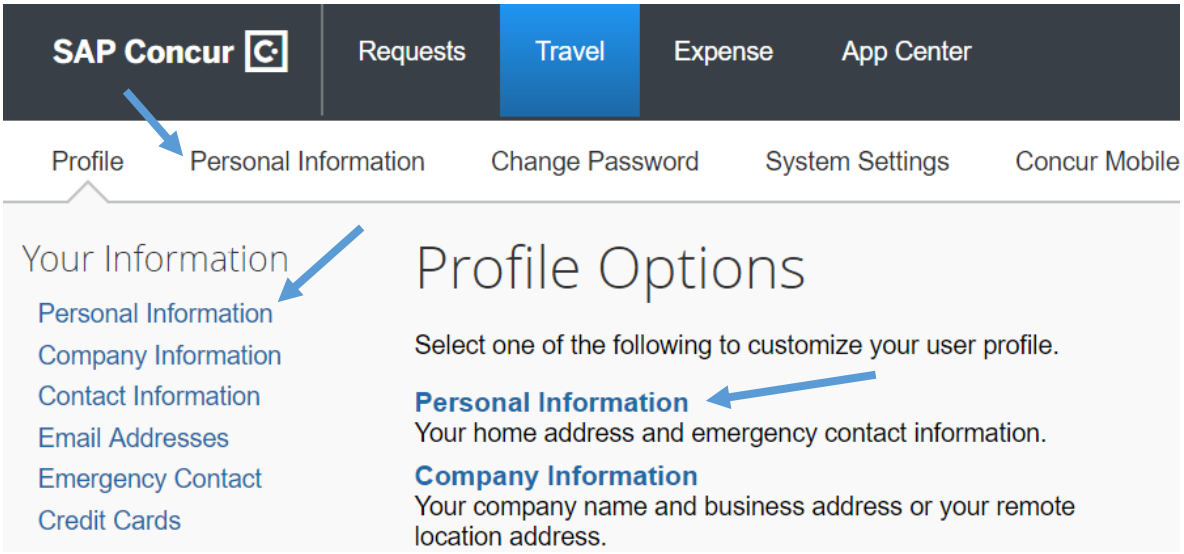
Login to the single sign-on portal and launch Concur by clicking on the icon:



In the upper right-hand corner, click on the “Profile” down arrow and click “profile settings”.
IMPORTANT NOTE: You must complete the required fields of the Profile before you can book a trip.

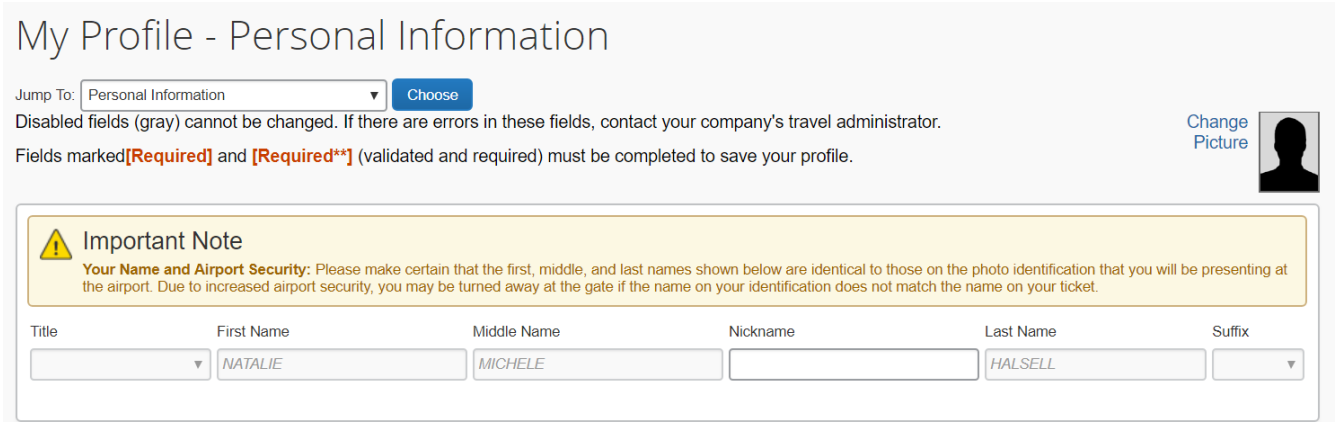


This brings you to the Profile page. There are several sections of the Profile page, and various links to access them.



Begin with the **"Personal Information Section".**

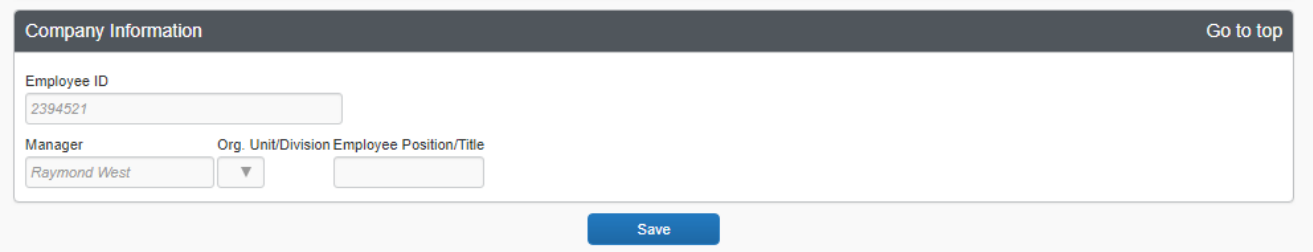
Your name should already appear in the fields. Please review this information carefully. Your name must appear EXACTLY how it shows on your photo identification. This is how your name will appear on your ticket. Any errors may result in your being turned away by airport security. If you find there are any errors in this field, please submit a Human Resources work order via servicedesk.rccd.edu to have the information corrected before booking any travel.



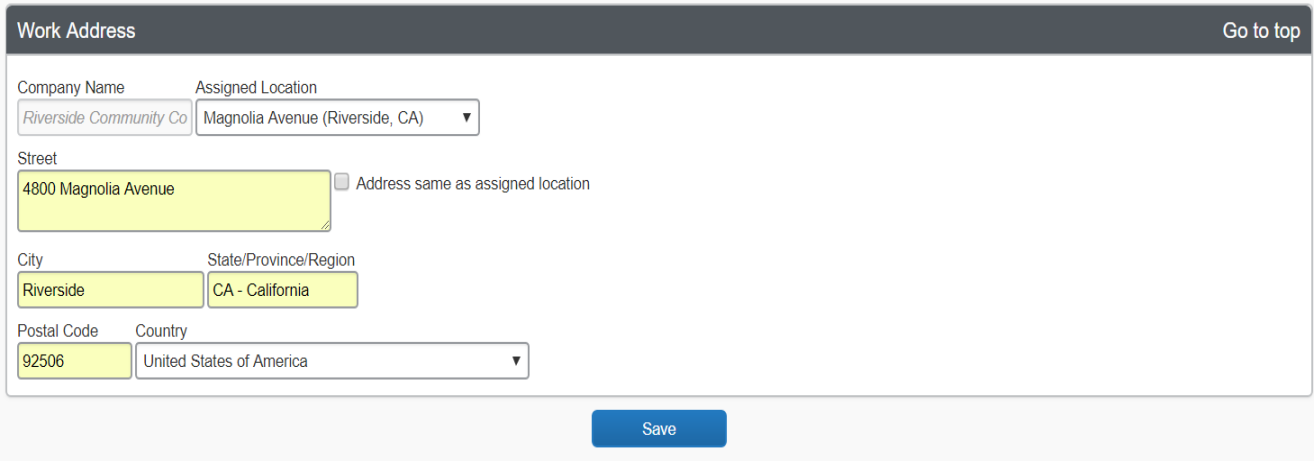
Company Information

The next section is your company information and should also already be pre-populated with your Colleague employee ID number and the name of your manager/direct supervisor. If you

are a faculty member or athletics employee, this field does not apply to you. If you notice any errors, please contact your local Concur administrator for assistance.



The work address section automatically populates the company name of *Riverside Community College District.* Under "Assigned Location", select from the drop-down menu the street name of the physical location of where you work. Enter the street address of your work location. If you work at a satellite location, such as Rubidoux Annex, enter that street address.

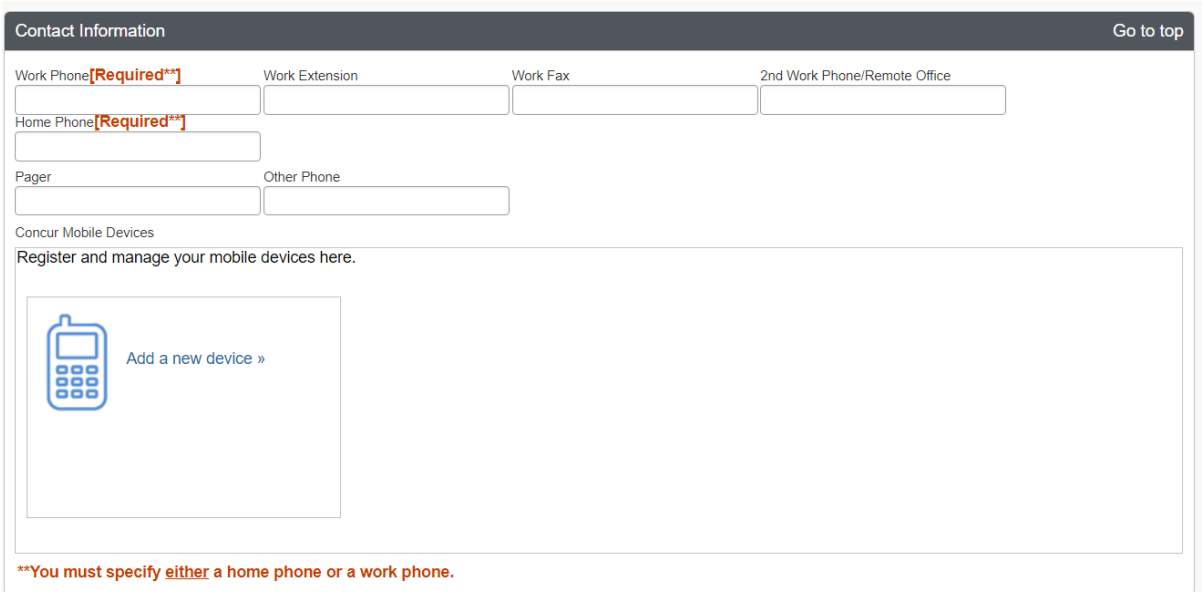


You may notice there are "save" buttons at the bottom of each section. You may save each section as you move along, however, you will not be able to create a travel request and begin using the system until all required fields have been completed.

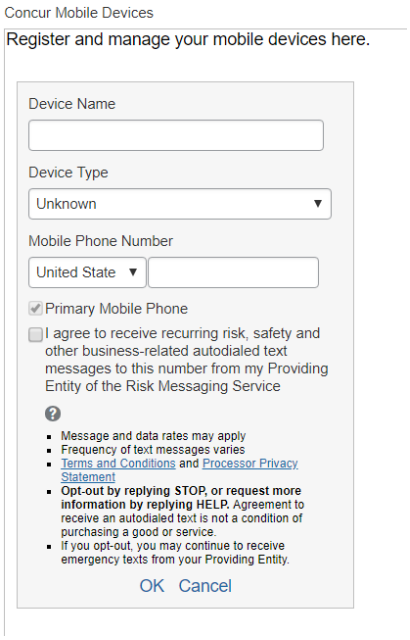
Next, you may choose to enter your home address; however, this is <u>not</u> a required field.

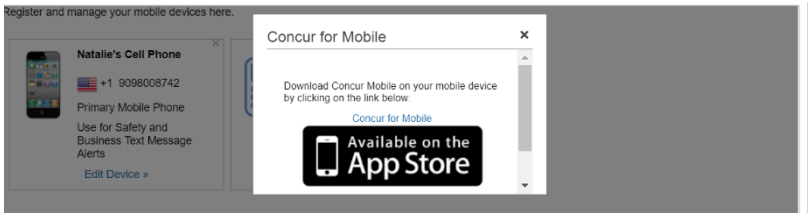
Contact Information/Mobile Phone Registration

The next section contains two required fields: **Work phone** and **Home phone**. You can substitute your mobile phone number for your home phone, but please note a home phone number is required. An additional option available for travelers is the choice to register your mobile device with Concur. By registering your cell phone number, this allows District Risk Management to send you important safety or security information via text or voice message when you are traveling. To register your mobile device click on "Add a new device"



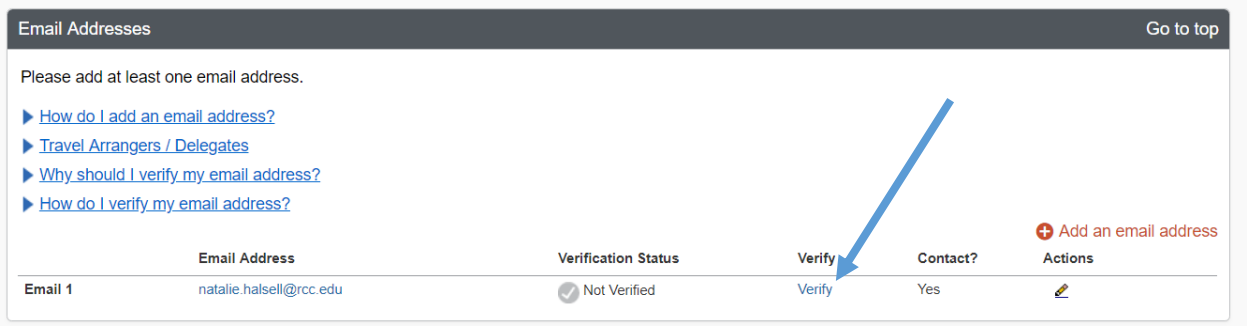
Choose a device name such as "{Your name}'s cell phone". Next, choose your device type (i.e. iPhone, Android, etc.), and enter your cell phone number. Read and click to agree to the risk messaging statement then click "Ok". Depending on your device type, you will receive a message to download the Concur for Mobile app on your cell phone. This is optional.



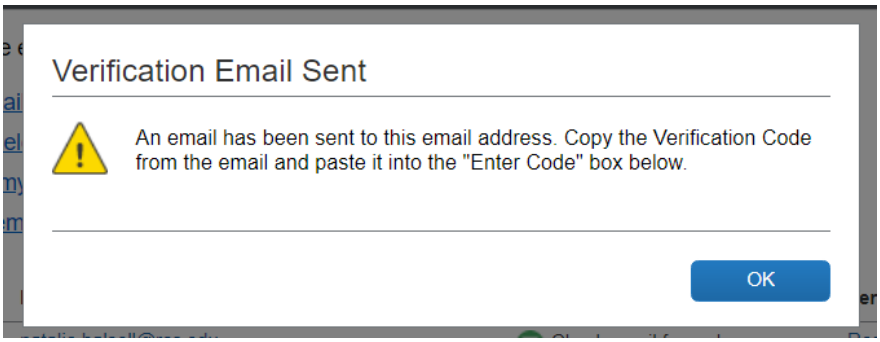


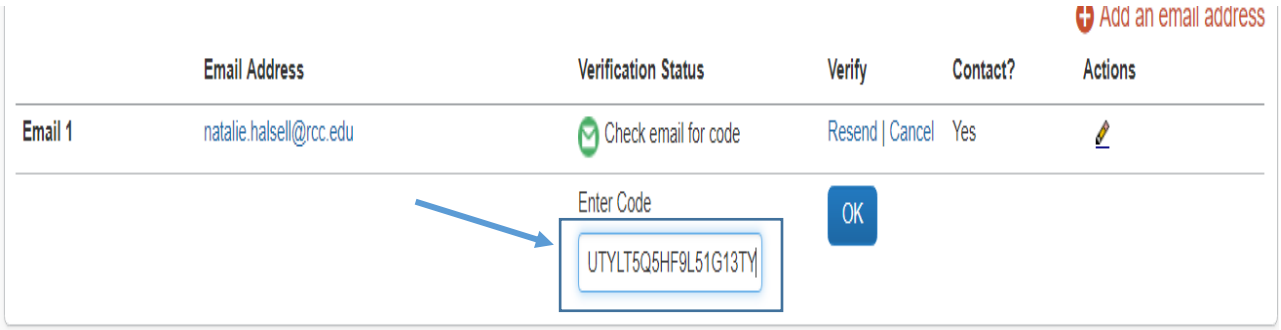
Email Verification

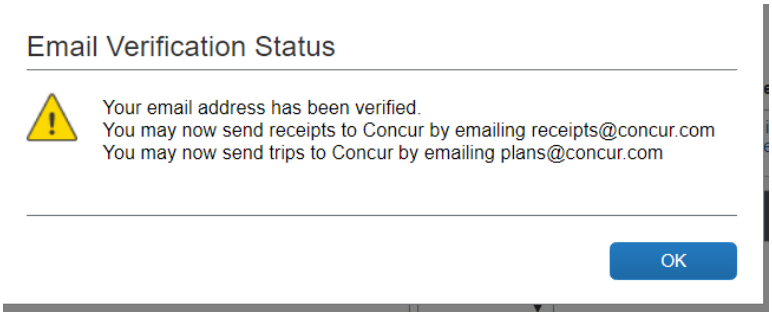
Next, you will need to verify your email address. First, check to see that the pre-populated email address is correct. Then, click on the “verify” link.



A verification code is sent to your email. Copy and paste the code into the verification field and click “ok”.



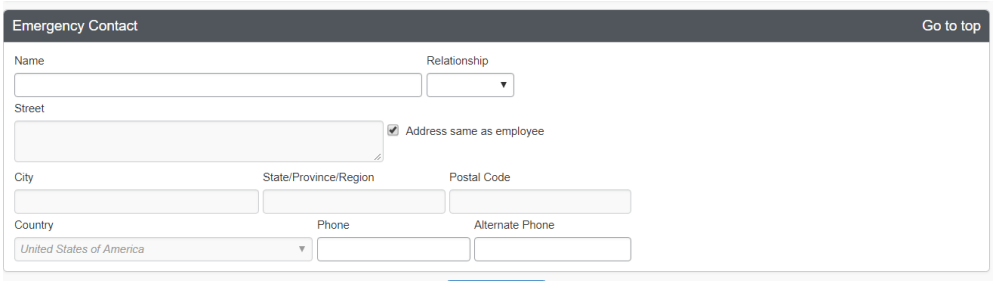




You will receive this dialog box informing you the verification process has been successful.

Emergency Contact Information

Complete the Emergency Contact Information field. While this is not required, the information is used in the event of an emergency and is highly encouraged.



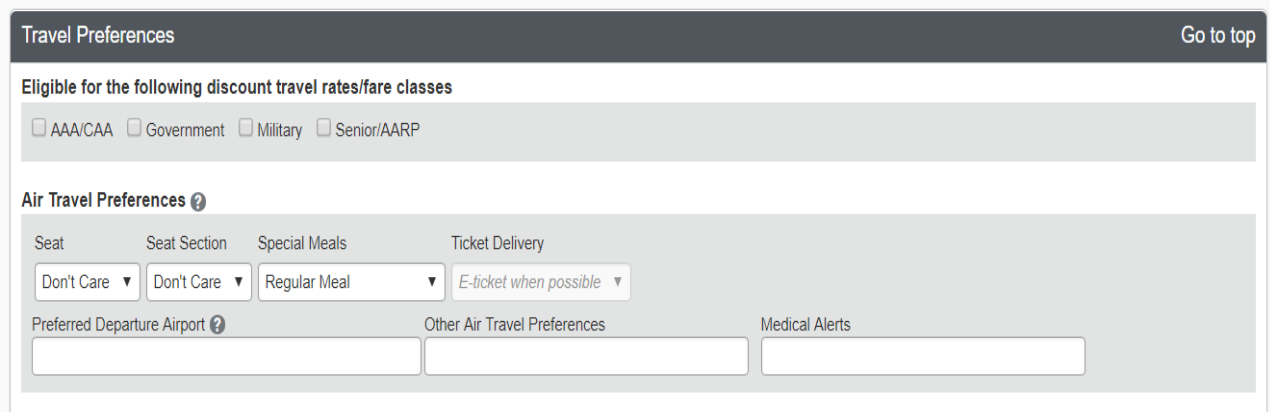
Travel Preferences

The travel preferences section allows you to enter your personal travel preferences. Entries made here are applied when utilizing the embedded travel store and will filter searches by your desired amenities.

Begin by checking the boxes for your eligible discount travel rates. The government discount rate refers to federal government rates. Unless you have a Federal ID, do not check this box. Concur automatically searches for state government rates.

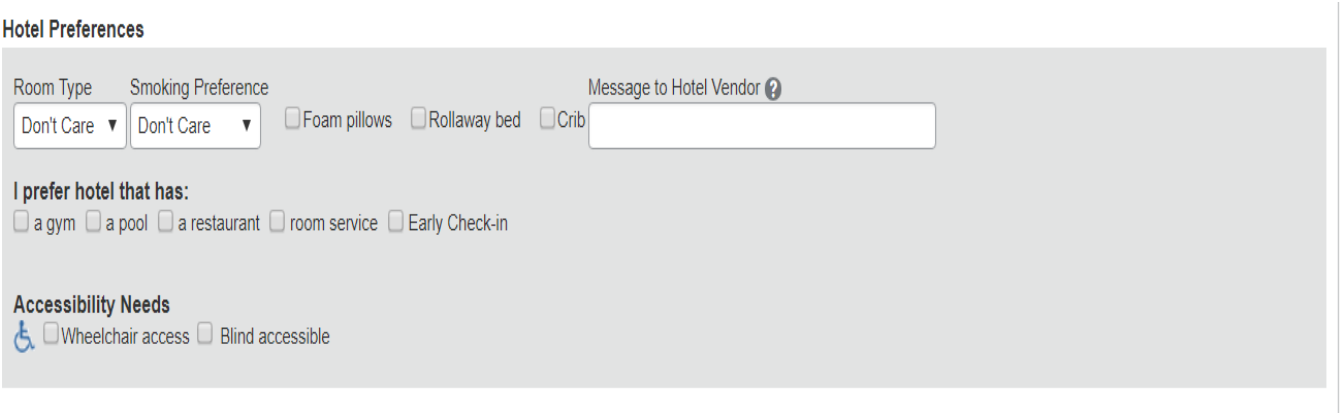
Air Travel Preferences

Enter your seat, section, and meal preferences. The E-ticket delivery method is already pre-filled and cannot be changed. To enter your preferred departure airport, type in a city name or 3-letter airport code in the the box. The system will look up airport matches for you to choose from. There is also a field available for you to enter any medical restrictions you may have. This information will be used to filter searches however it can be altered in the travel request segment if necessary.



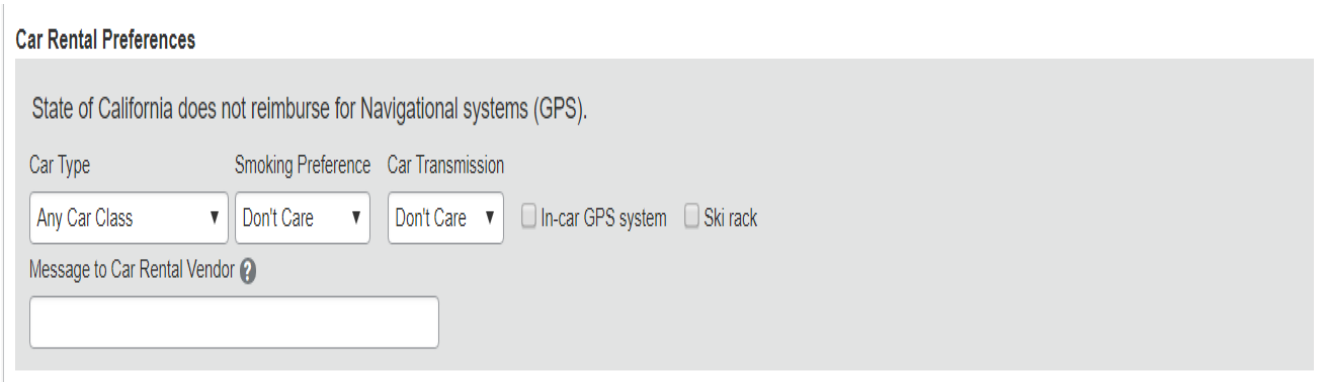
Hotel Preferences

Select your hotel preferences. If you would like to provide a special message to potential vendors regarding specific needs, utilize the field provided.



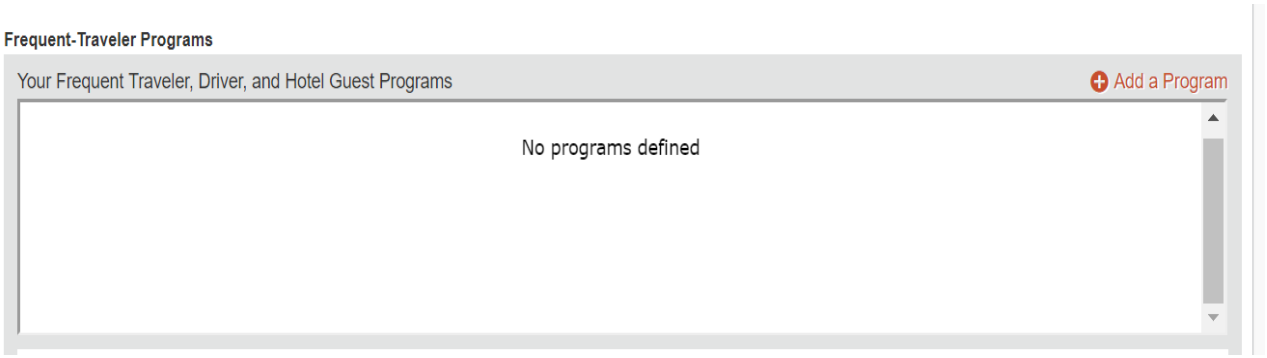
Car Rental Preferences

Enter your car rental preferences and include any special messages to the vendor. Please note that the State of California does not reimburse for navigation systems (GPS).

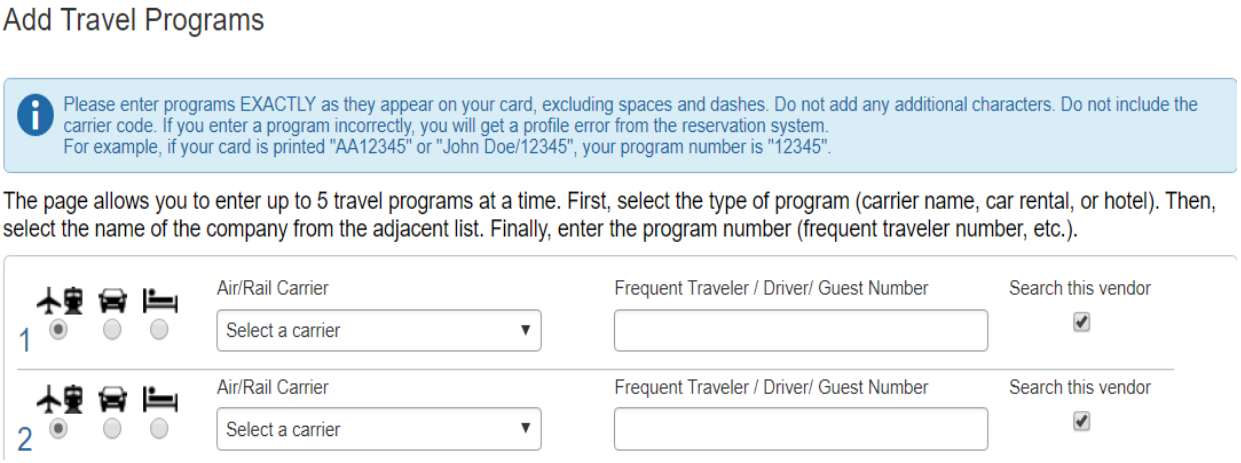


Frequent Traveler Program Information

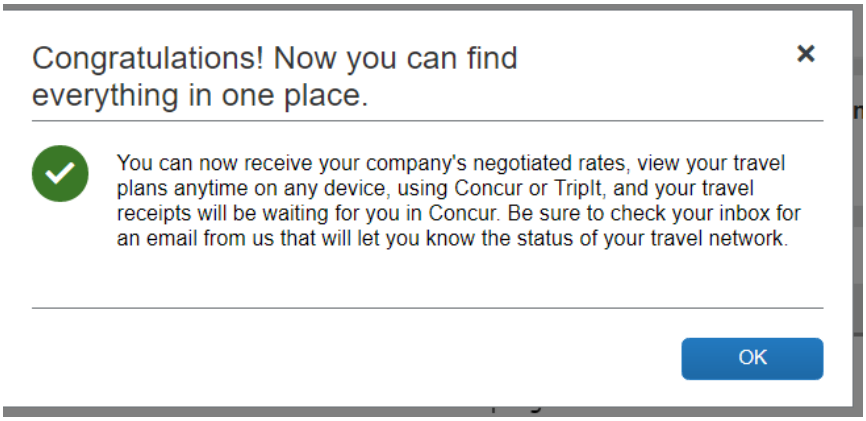
This section allows you to retain your frequent traveler benefits for personal use. You can also add any reward programs.



To enter information for any frequent traveler programs you may have, click on the "Add a Program" link. You may enter up to five travel programs at a time. Follow the directions and click "Save". If you have more than five rewards program numbers, you may click the "Add a program" link again to add additional numbers.

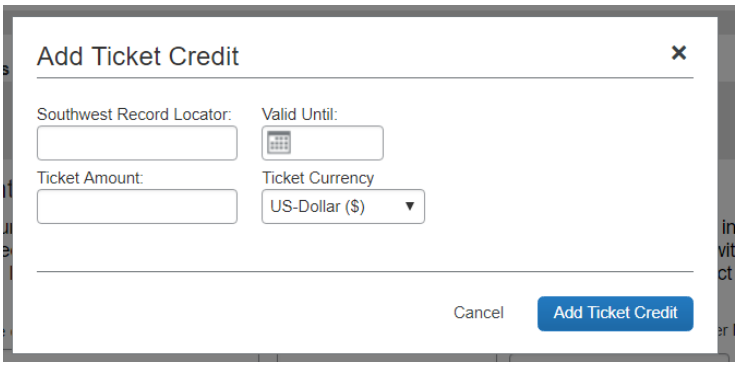


To create a travel network and allow Concur to share information with travel partners, such as TripIt, read the terms and conditions provided at the link and click "I Agree". You can un-enroll at any time.



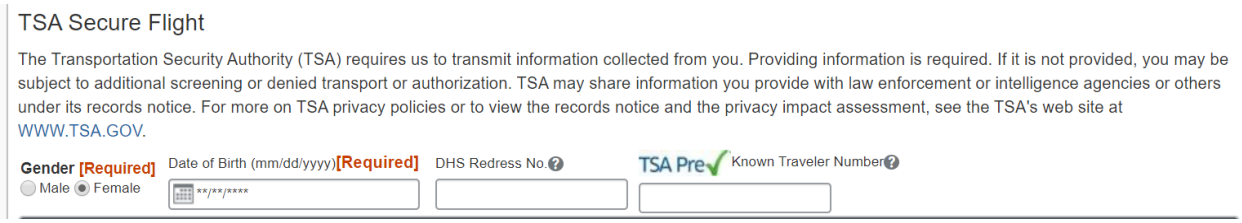
Unused Tickets

If you have pending Southwest ticket credits from before creating your Concur profile, you can enter them here by clicking the "Add ticket credit" link. Enter the information and click "Add ticket credit" to save.

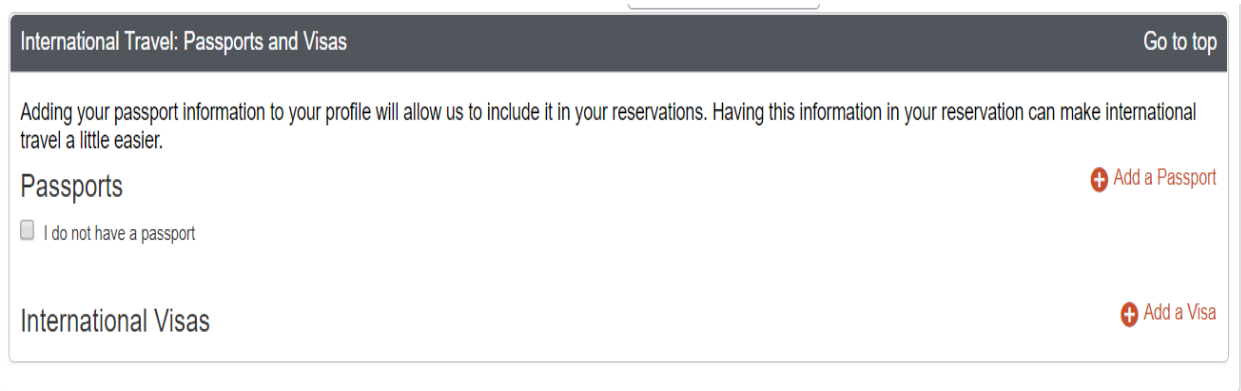


TSA Secure Flight Information

TSA requires entry of gender and date of birth. NOTE: You will not be able to book your flight until this information has been completed and saved to your profile. You can also enter a Redress Number or your TSA PreCheck Known Traveler Number if you have one. Click on the Quick Help icon for additional information about these options.



If you have a passport or visa, enter the information here.



Credit Card Information

Do NOT enter personal credit card information.

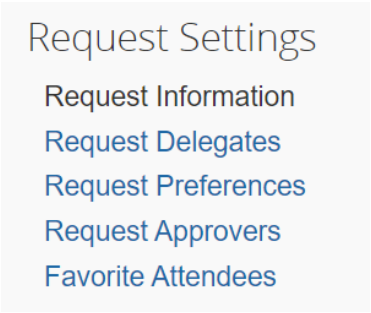
Saving Profile Changes

Once your entire profile has been completed, click any of the "save" buttons visible. If an error occurs, a pop up message will inform you of any needed corrections. Correct the errors and click "save" again. Once the profile is saved, a message will appear on the upper right hand portion of the screen.

Click the "Travel" tab at the top of the toolbar to return to the homepage. If you have questions about completing the Concur Profile, please contact your local Concur administrator.

Request Settings

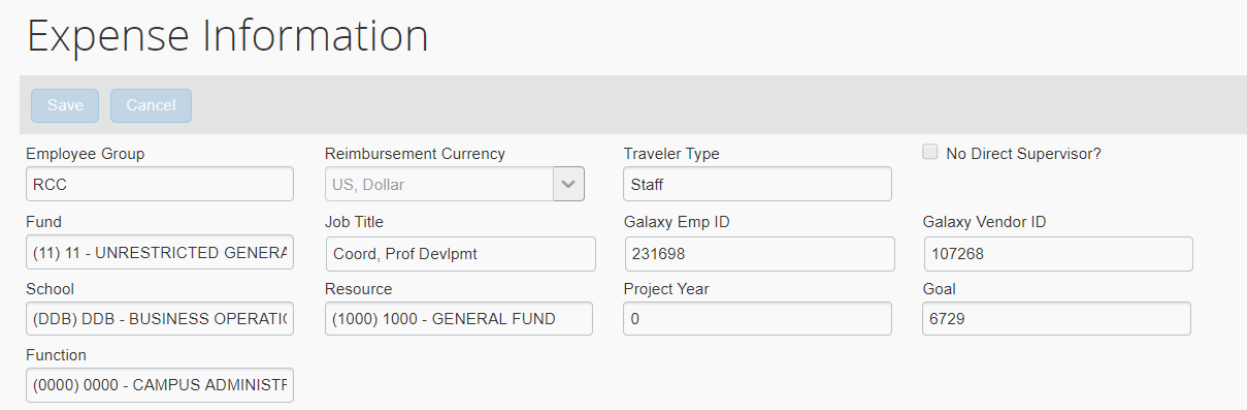
The next step is to verify that your Galaxy Employee ID, Galaxy Vendor ID number and default budget string are listed correctly. To do this, click on the "Request information" link on the left column of your screen under "Request Settings":



If you do not have a Galaxy Vendor ID, a default of "999999" will appear. This means you have not been issued a reimbursement for expenses through Galaxy. If you do not know your Galaxy Employee and Vendor ID, please contact your local Concur administrator for assistance.

Expense Settings

The information, which appears here, should match the information you found under "Request Settings". To view and verify your Galaxy Employee ID, Galaxy Vendor ID, and default budget string, click on "Expense Information" under "Expense Settings".

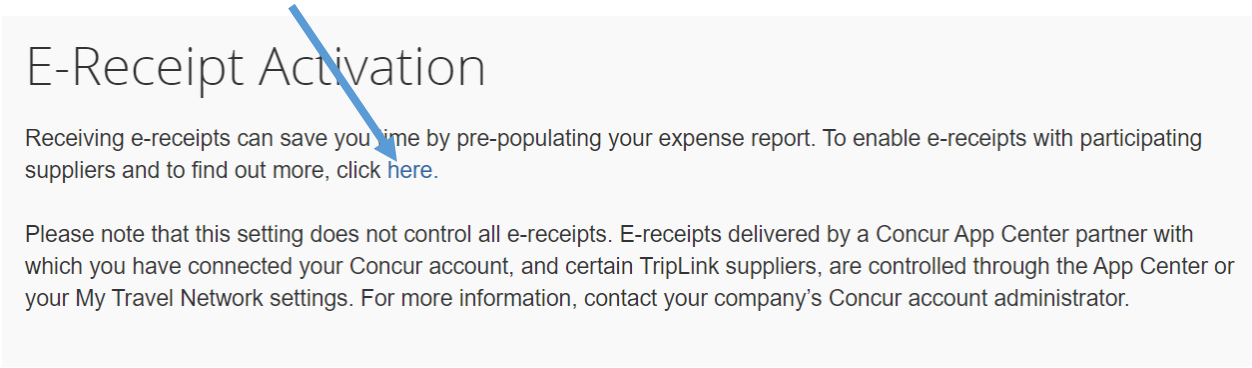


Other Settings

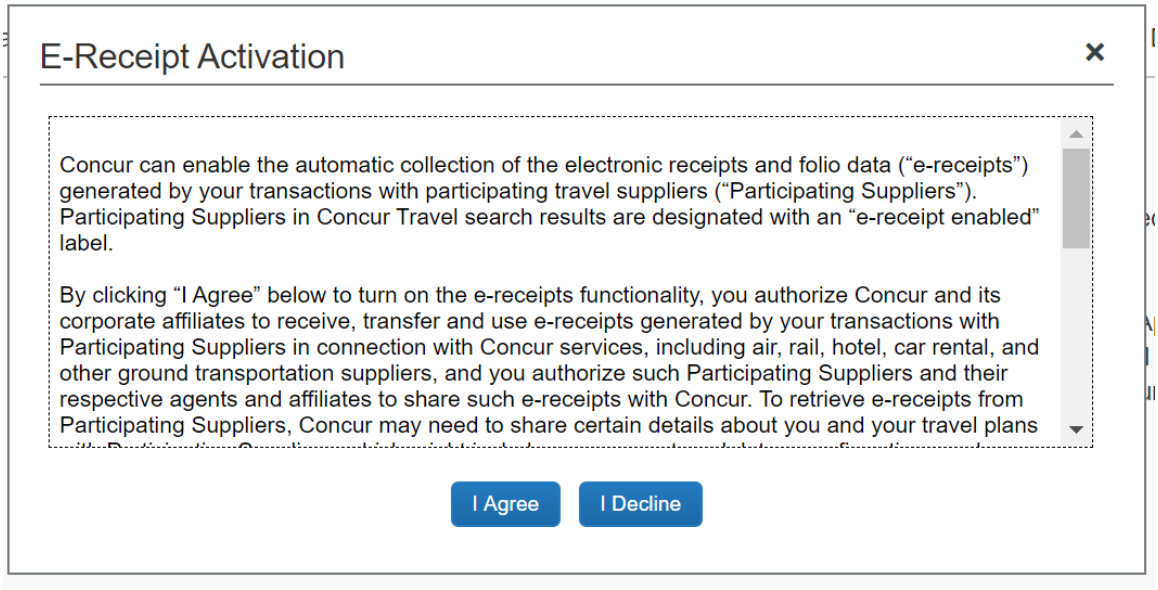
Last, you will want to activate E-Receipts, which are complete electronic versions of the paper folio receipts traditionally delivered to travelers. Concur automatically captures this data and makes it available to you when preparing your expense reimbursements.

To activate E-Receipts, click on the E-Receipt Activation link under "Other Settings".

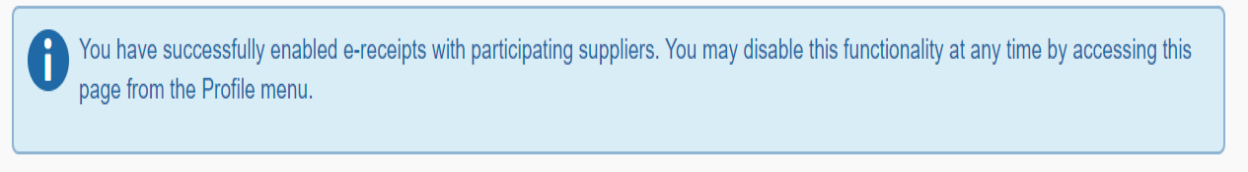
Click on the “click here” link



The following dialog box will appear, click on “I Agree” after reading the statement.



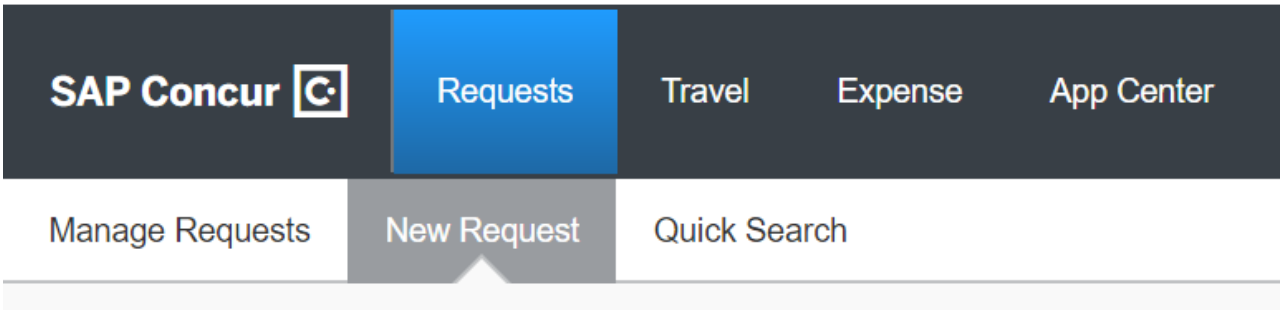
You will receive the following pop-up message once the activation is complete.



Section II:
Instructions for Travelers

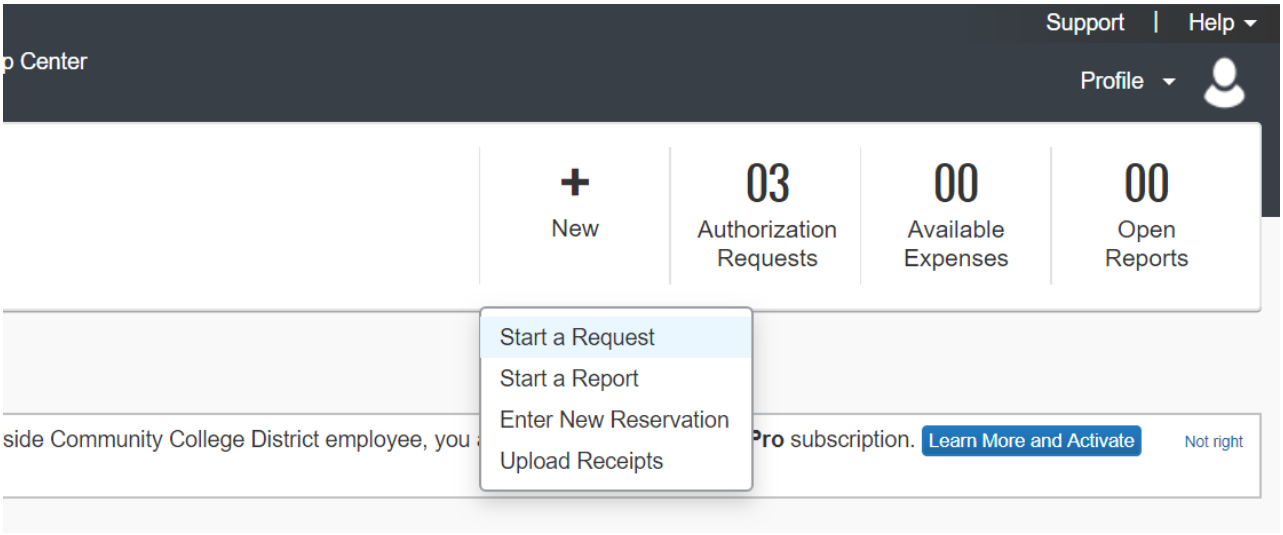
Creating a Travel Request

There are two ways to begin a new Travel Request. Click on **Requests >** then **New Request** at the top left-hand side of the screen:

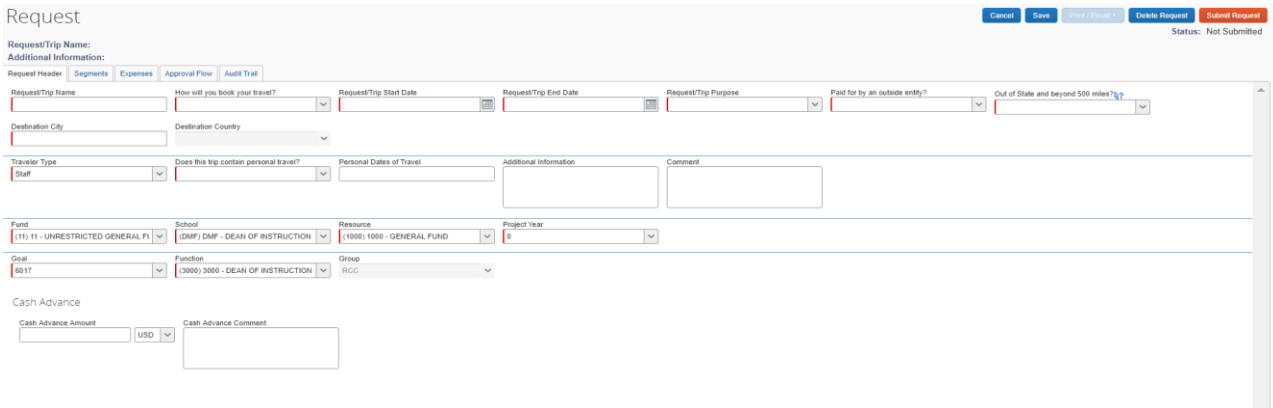


OR

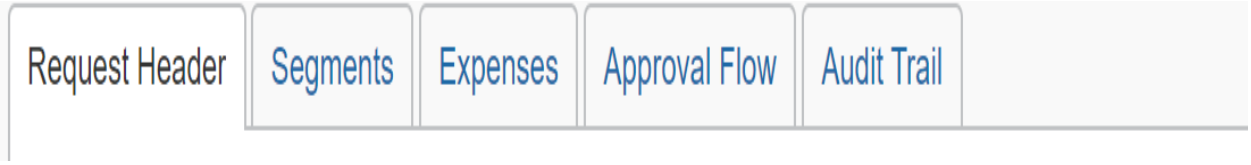
On the Home Page, click "+ New" then select "Start a Request":



A blank request will appear:



There are five components/tabs to each travel request:



Request Header – Provides basic trip information such as trip name, trip start/end date, budget code, etc.

Segments – The segments tab should only be used if you are planning to book all or some your travel arrangements through the Cal Travel Store.

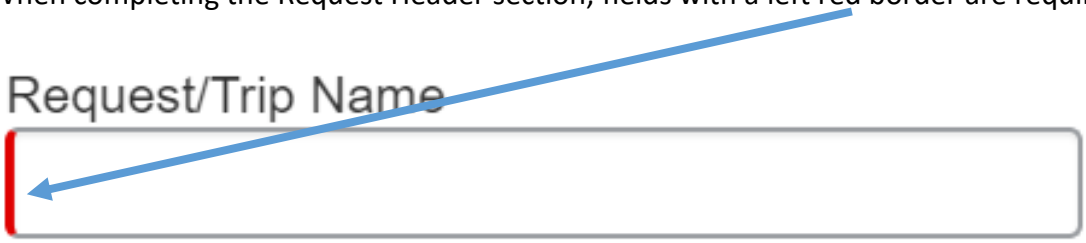
Expenses – Use this section to note information regarding all anticipated trip expenses such as registration, meals, mileage, hotel, parking, and other travel expenses as well as any travel expenses booked outside of Concur.

Approval Flow – This is where you can see whom the request will route to for approvals and where you will add any additional approvers needed.

Audit Trail – This is where you can view all transactions associated with your travel request.

Completing Request Header Information

When completing the Request Header section, fields with a left red border are required fields:



Request/Trip Name – Enter the complete trip name. There is a limit of 30 character that can be entered into the Trip Name field. If you need additional space to spell out acronyms, please enter the information in the "Additional Information" or "Comment" box.

How will you book your travel? There are three options for booking your travel:

1. Book Online: Concur Travel - Select this option if you will be using the booking feature within Concur to book any portion (airfare, hotel, car rental, or train) of your travel after the travel request is fully approved.

2. Book with Agent: Cal Travel Agent – Select this option if you will be contacting the Cal Travel Store Agency for assistance in booking your travel. This option is

recommended if your travel will include multiple stops, group travel, personal travel, or other complicated variations.

3. Book Outside of Concur & Cal Travel Store – select this option if you will be making all of your travel arrangements outside of the Concur segments (i.e. not using the Cal Travel Store) For example, you have already purchased airfare, reserved hotel and car rental, registered for conference separately. You will be able to add details about the expenses you have incurred or reservations you made in the Expense section tab.

Request Trip Start/End Date – Please indicate the days you will be traveling based on conference agenda or flyer. These dates should include any additional travel days that may be required. (Ex: If the conference is out of state and begins at 8:00 am on the 4th and ends at 7:00pm on the 8th, your travel days might be the 3rd-9th, to include all days you will be traveling). Only include business trip start and end dates. If there are personal travel dates associated with this trip, there will be another field to include this information.

Request/Trip Purpose – Select from the drop-down menu the best description of the purpose for your trip. Some options include "Conference Attendee", "Conference Presenter", "Chaperone", or "Meeting".

Paid for by an outside agency? Yes or No. – Select "Yes" only if all of the travel expenses will be paid by an outside agency (e.g. State Chancellor's office or conference organizers). You will skip the "Segments" tab and enter the cost of the travel in the expense tab only.

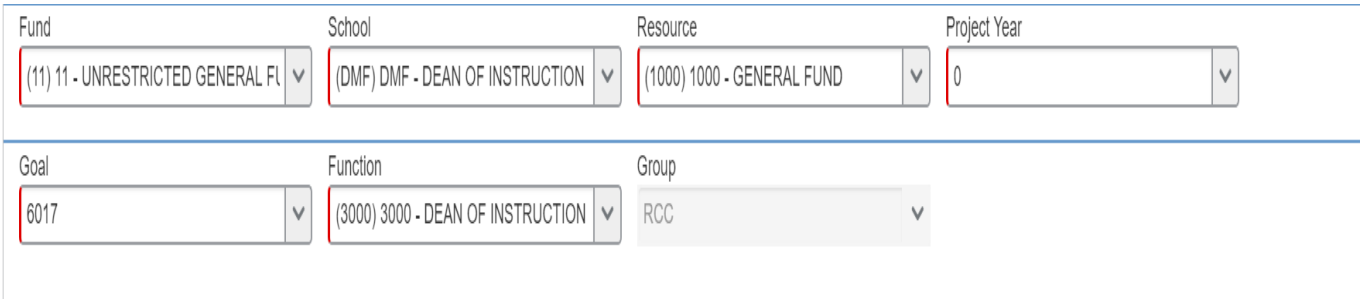
Out-of-state and beyond 500 miles? Per Administrative Policy 6900, "Requests for travel outside of the State of California, **AND** beyond 500 miles from primary work site, including out-of-country travel, require that a travel request be completed and approved by an appropriate administrator and by the Board of Trustees before the travel event takes place." Select yes or no as appropriate.

Destination City/State – Enter the destination city of your trip. As you begin typing the city name, the system will automatically display search results.

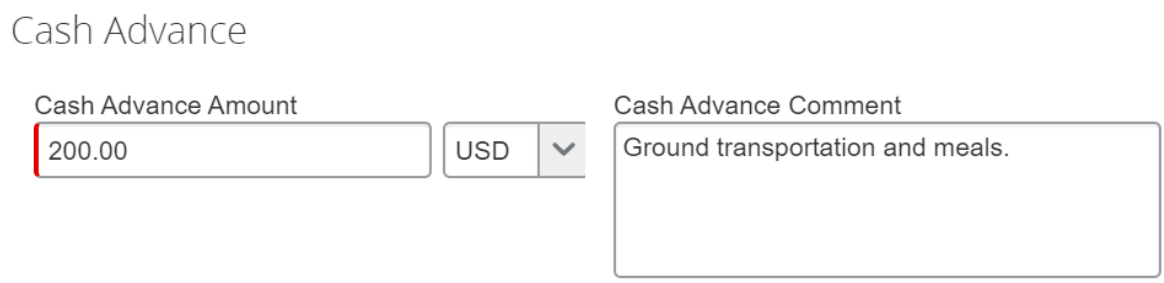
Destination Country – This option automatically populates based on destination city entered.

Does this trip contain personal travel? If there is a portion of your trip that will be personal in nature, select "yes" and indicate the dates the personal travel will take place in the section "Personal Dates of Travel" field. Add any clarifying comments in the "Additional Comments" section provided.

Budget Information – Please select from the drop-down menu the correct components of the budget string funding your travel. **Note: Be sure to use the budget string provided by the area/department funding the request.**



Cash Advance – Enter the amount of the cash advance you are requesting. Please provide a description of the expenses covered by the advance in the comments section.

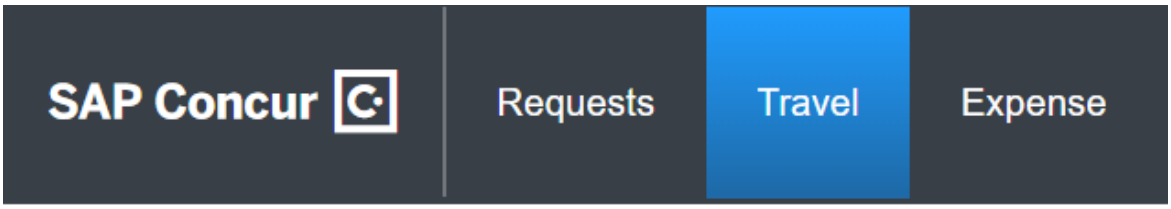


Click "**Save**" before continuing to the next tab called.

Estimating Expenses Using the Cal Travel Store

If you selected "Book Online: Concur Travel" on the request header, you will need to estimate the travel expenses through the "Cal Travel Store" for the portions of the travel that will be booked within Concur. The rates secured through the travel store are optimal rates made available through a contract with the Department of General Services.

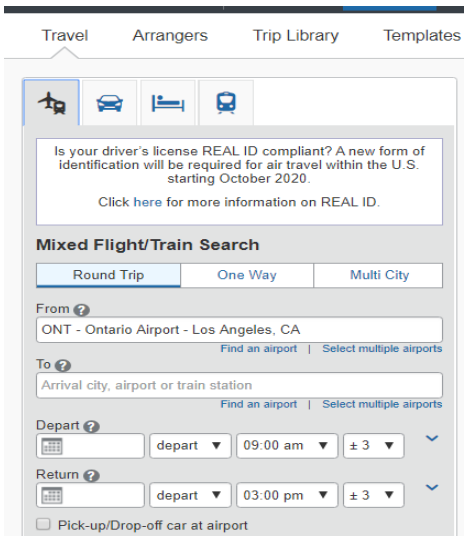
To begin, click on the "Travel" tab. This will take you to the travel "store".



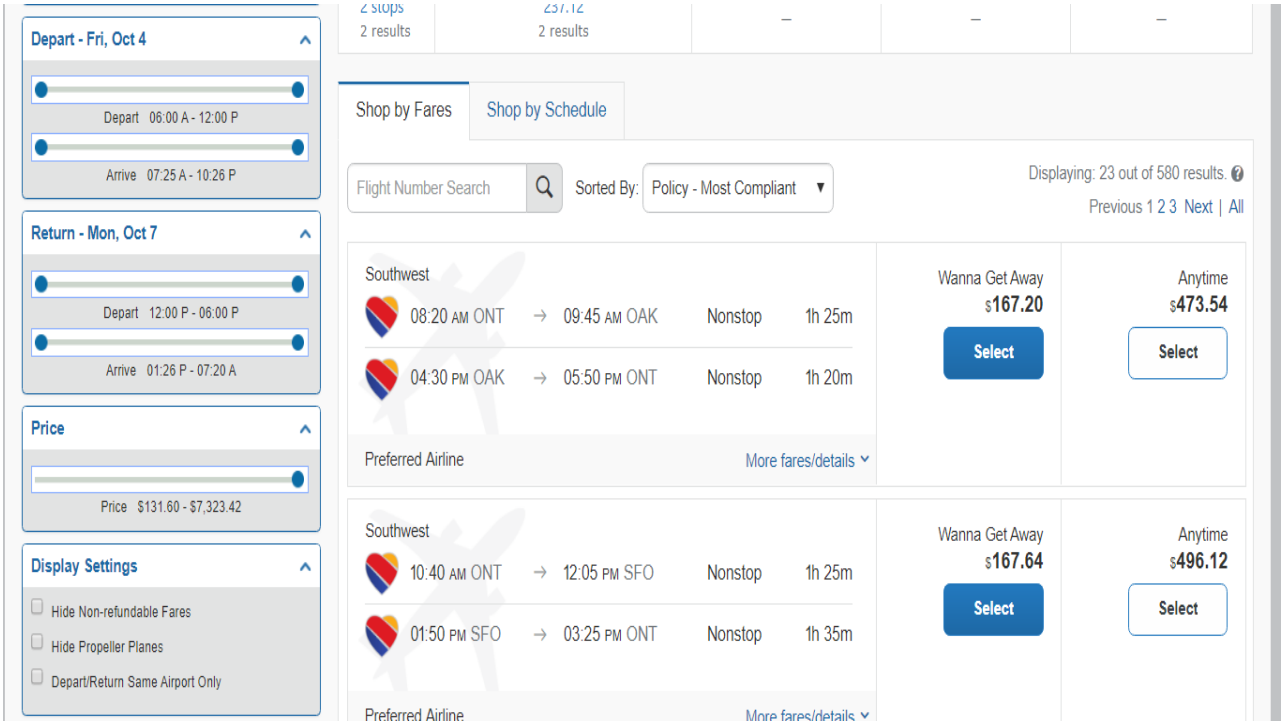
Estimating Air Travel Expenses

On the left-hand side of the screen, you can begin your search for airfares by completing the fields provided. Your departure airport of choice will be automatically populated based on your profile settings but can also be manually changed.

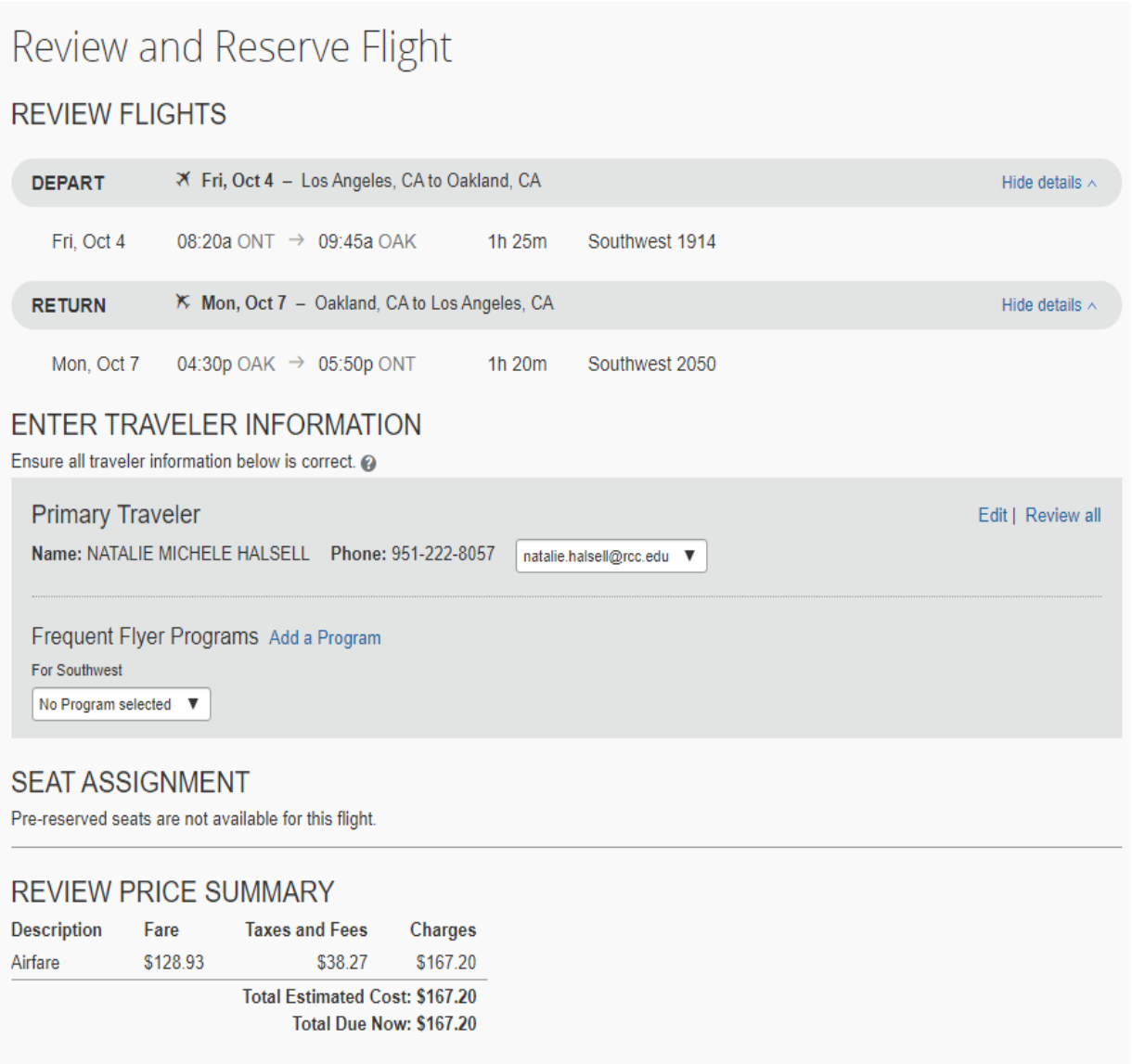
Complete the fields and click “search”



The search results will display and can be modified to narrow/change your results.



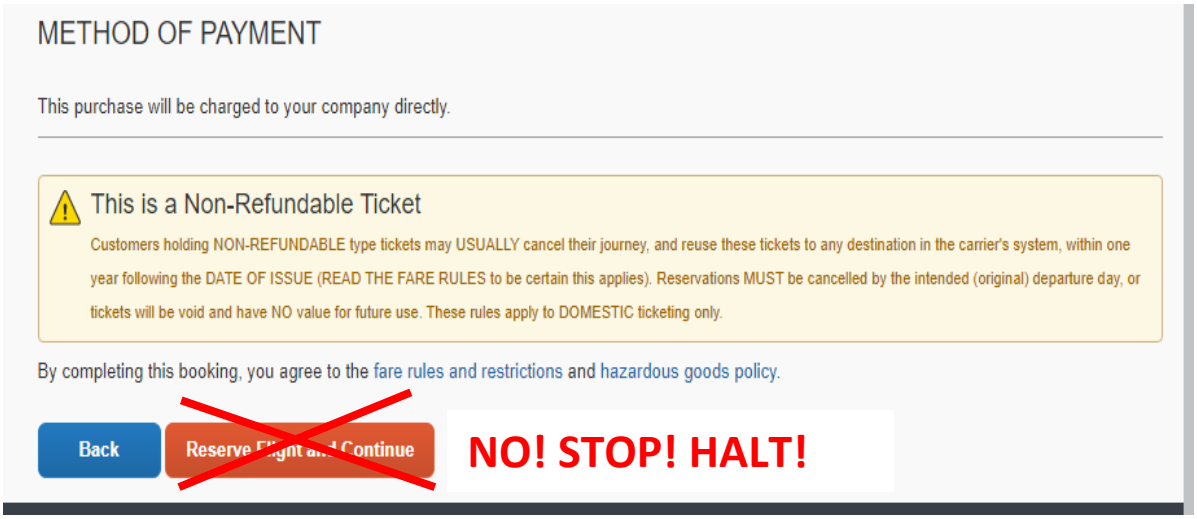
Select the fare which best meets your departure/arrival time needs. The next screen will display the flight numbers and flight summary for the trip.



Use this price summary as your estimated cost for completing the segment portion of the travel request. Take note of the flight information to include in the comments portion of the segments tab of your travel request. Helpful Hint: Save the summary as a PDF document to refer back to.

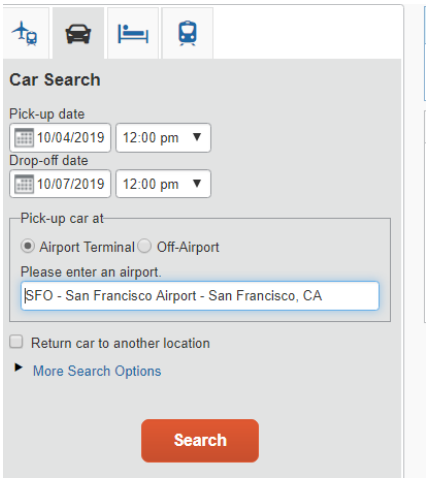
DO NOT click on Reserve Flight and Continue! Travel requests must be fully approved prior to booking.

.



Click on the "Travel" link at the top of the page to return to the travel store to continue estimating other expenses.

Estimating Car Rental Expenses

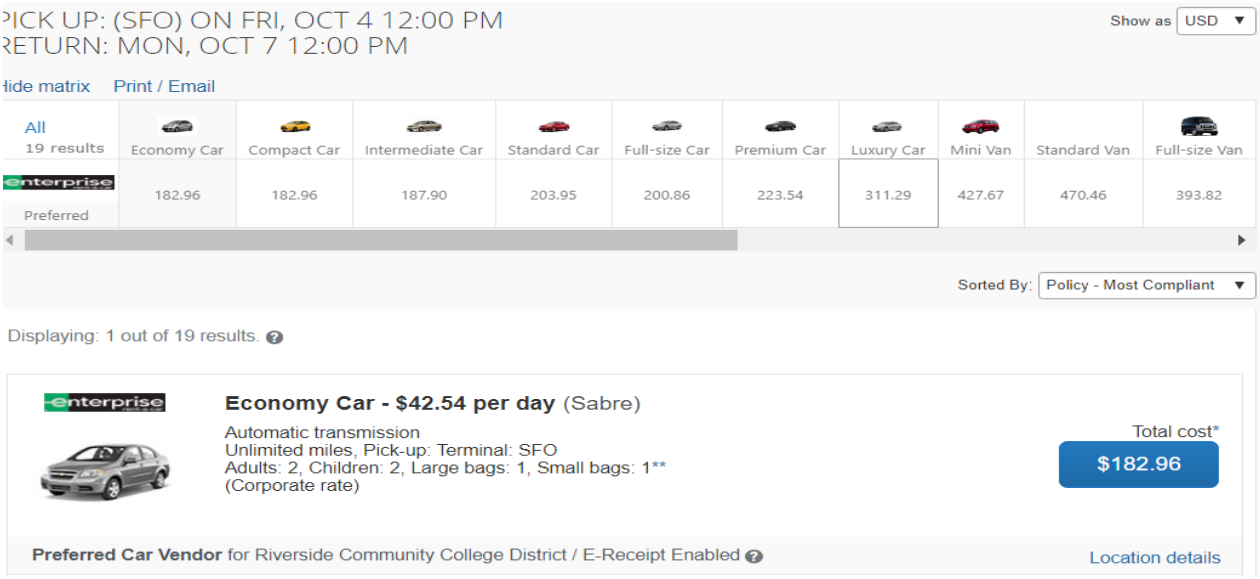


To obtain an estimate of car rental expenses, click on the car icon and complete the required fields.

Then click "search". The search results will be displayed. It is important to note RCCD holds an agreement with Enterprise Car Rentals.

Select the car model you desire and utilize this estimate cost when completing the segment tab of your travel request.

Again, **DO NOT** reserve the car. Click "travel" to return to the travel store and continue estimating your trip.



Continue to follow the steps above to estimate remaining trip components (hotel, train) as needed.

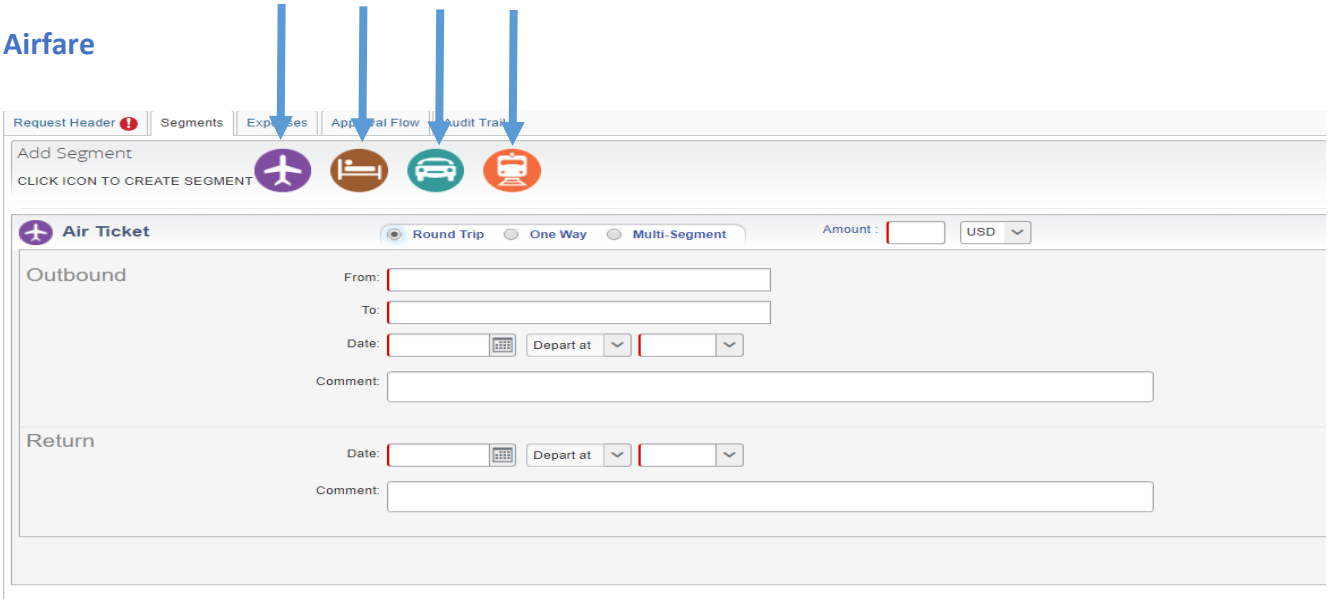
Book Online: Concur Travel Steps

Completing the Segments Tab

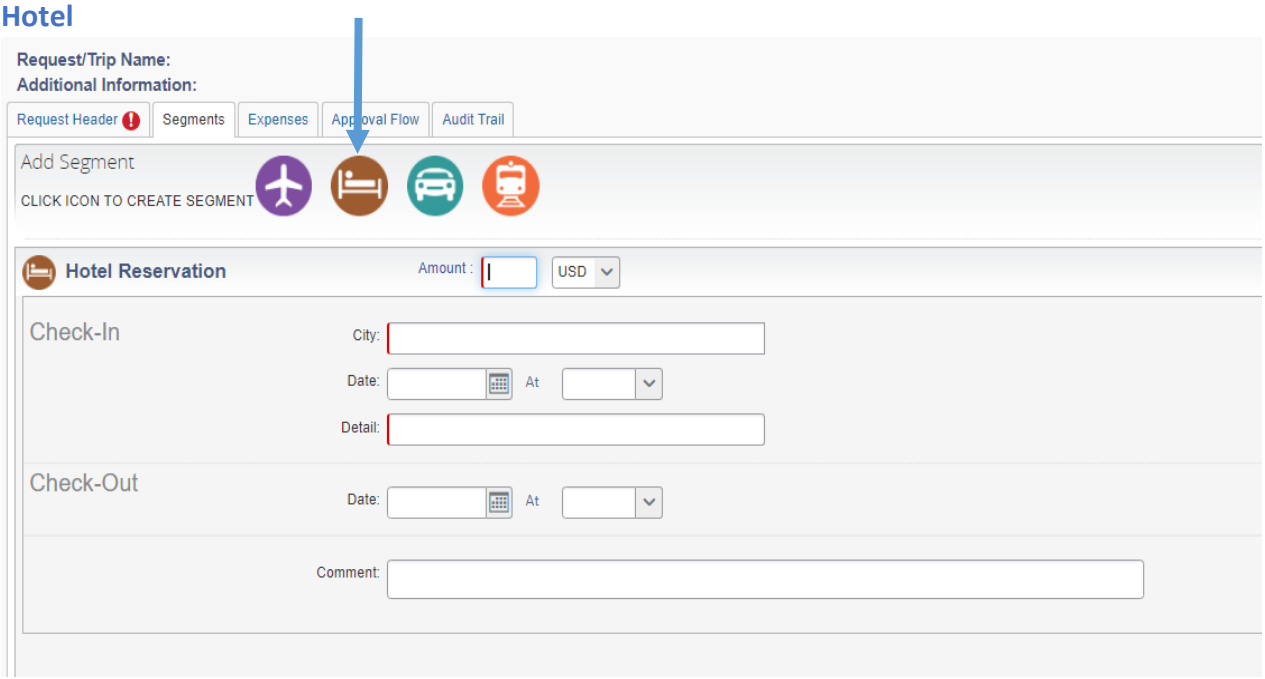
Once you have obtained estimates through the "Travel Store", you are ready to enter the information in the "Segments" tab. To create a segment, click on the desired icon. The appropriate segment fields appear. Please complete the fields – including the estimated cost – and click "Save". Helpful Hint: Refer to the estimates you saved as PDF documents to complete the fields.

After saving one segment, click another segment icon to add additional information.

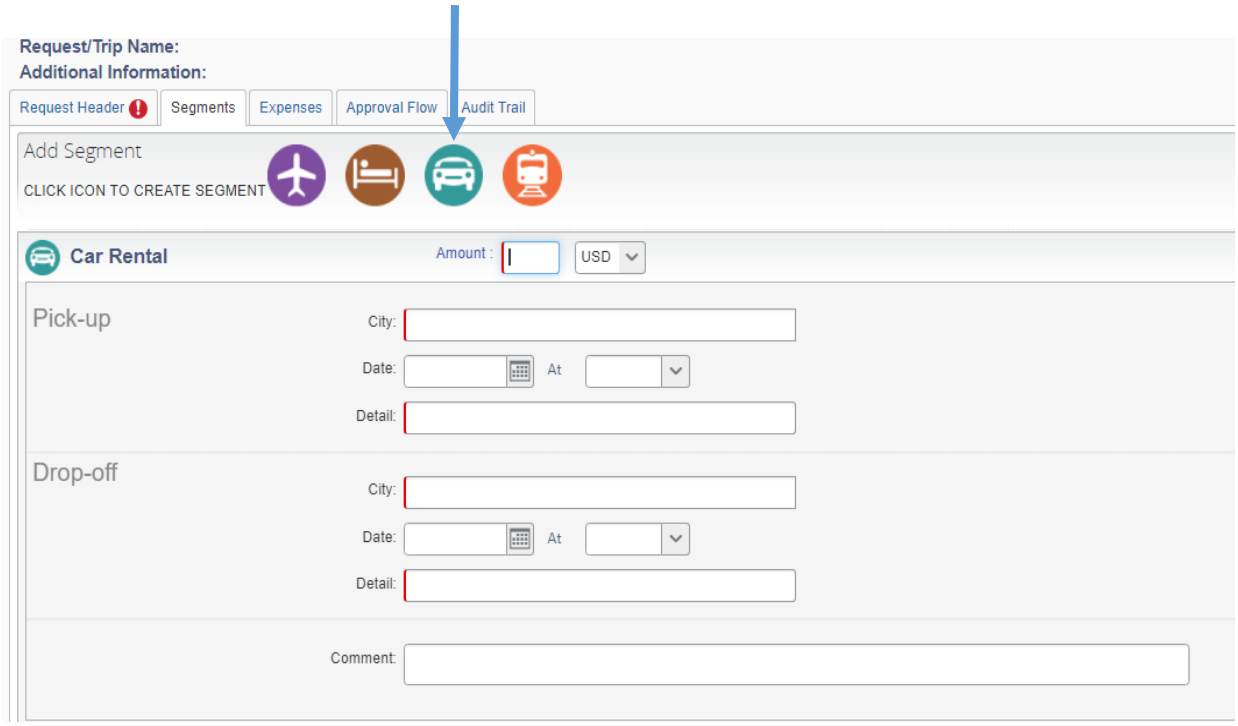
Airfare



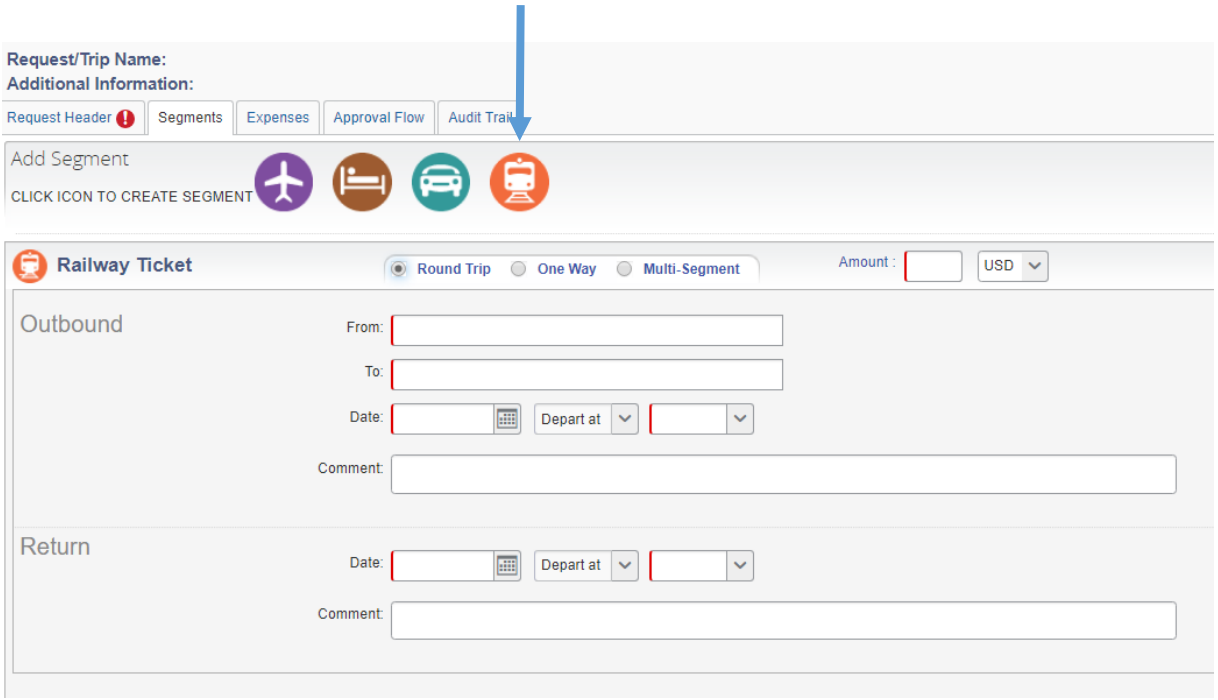
Hotel



Car Rental



Rail Transportation



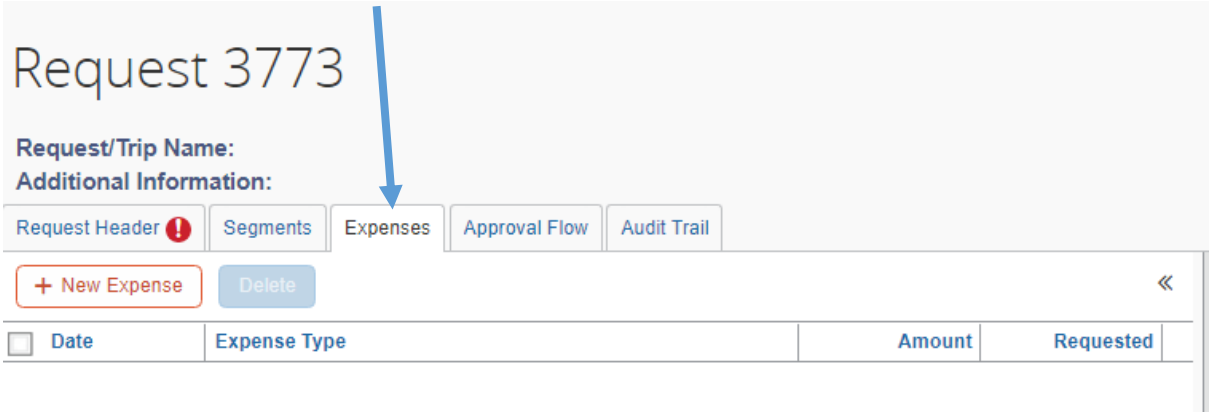
Once you have completed the fields, click “Save”.

Completing the Expenses Section

Use this next section to add additional expense information for items such as mileage, conference registration, meals, etc.

NOTE: If you chose "Book Outside of Concur & Cal Travel Store" on the request header (i.e. first tab), you will skip the Segments tab and enter travel expenses directly here using the steps provided here.

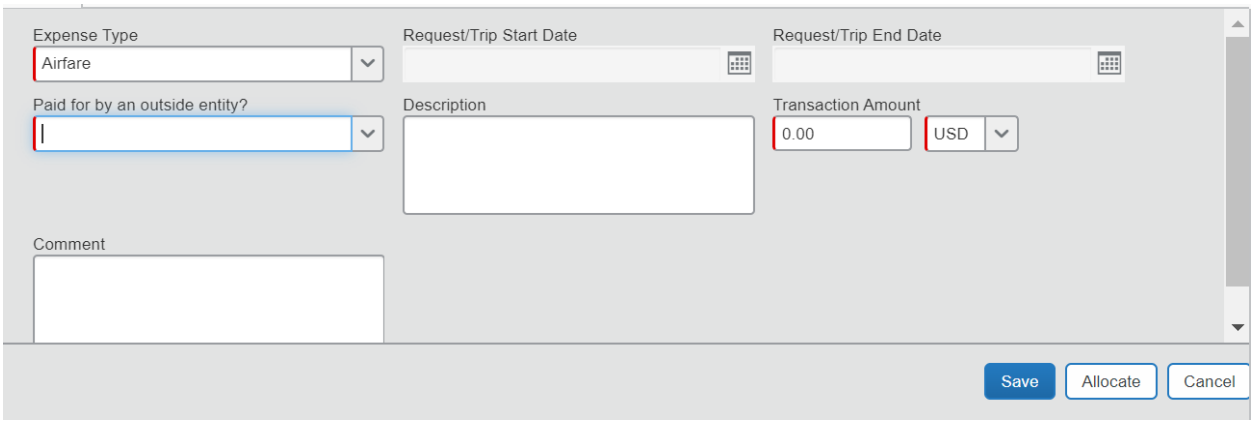
Begin by clicking on the "Expense" tab of the request:



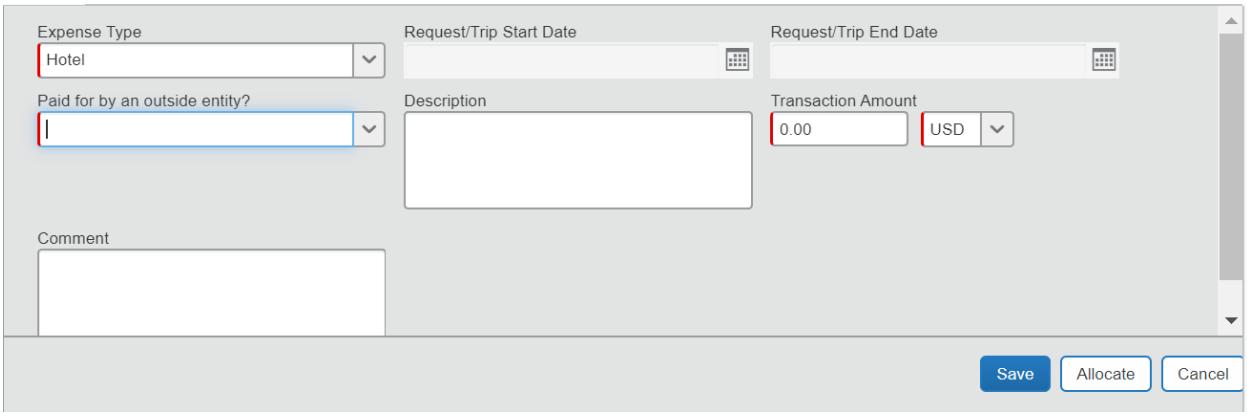
There are several expense types available.

Entering Airfare: Complete the required fields. Be sure to include flight numbers in the "Description" or "Comment" box. Be sure to click "save" after entering the expense.

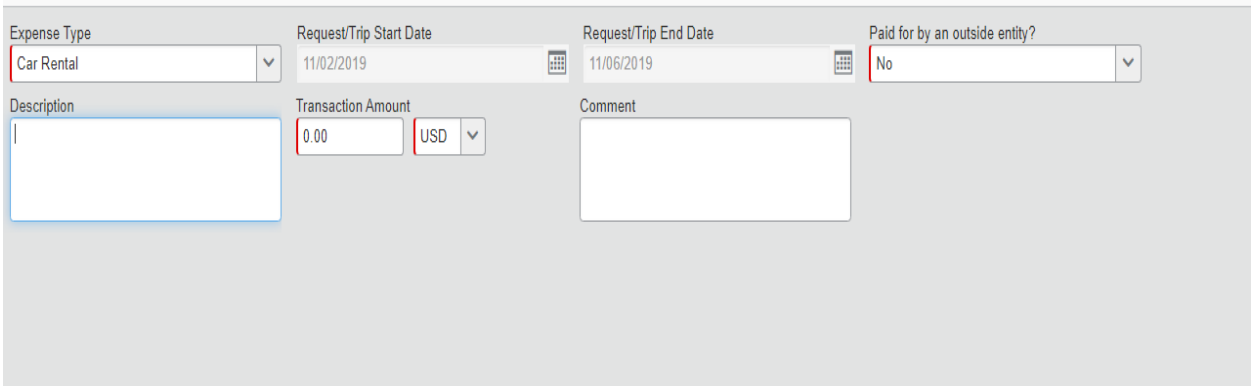
Note: If you added airfare information in the Segments tab, the expense will automatically appear as an expense. This also applies to hotel, car rental, or train expenses.



Entering Hotel: Follow the same process for hotel information. Be sure to include hotel confirmation numbers in the Description" or "Comment" box.

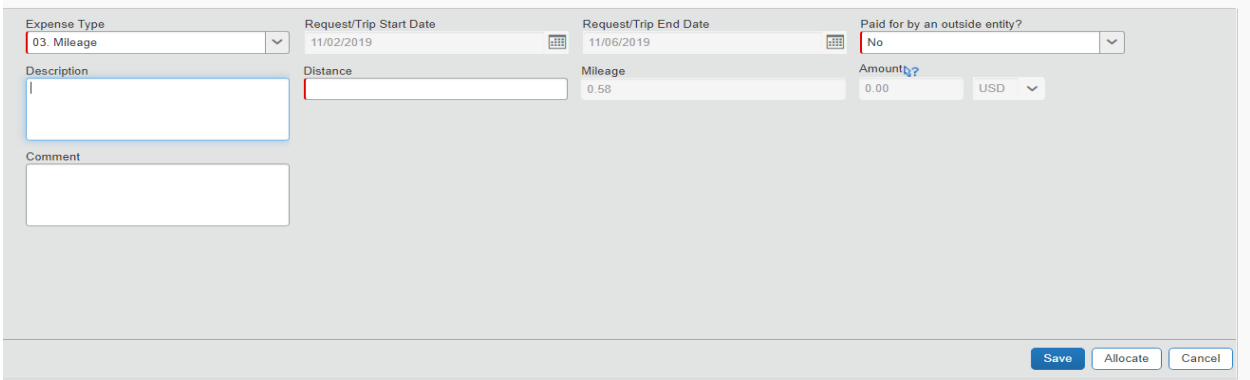


Entering Transportation: Use this field to enter transportation related expenses for car rental, parking, or train. Be sure to include confirmation/reservation numbers in Description" or "Comment" box.

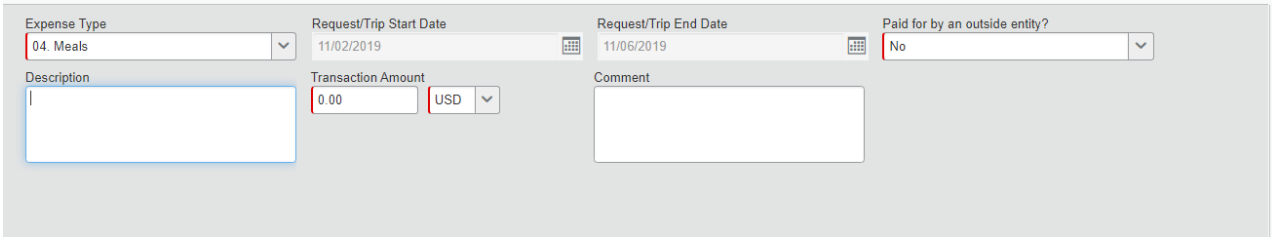


NOTE: Use the "other travel expenses" to enter other types of ground transportation such as Uber, Lyft, Taxi, Super Shuttle, etc.

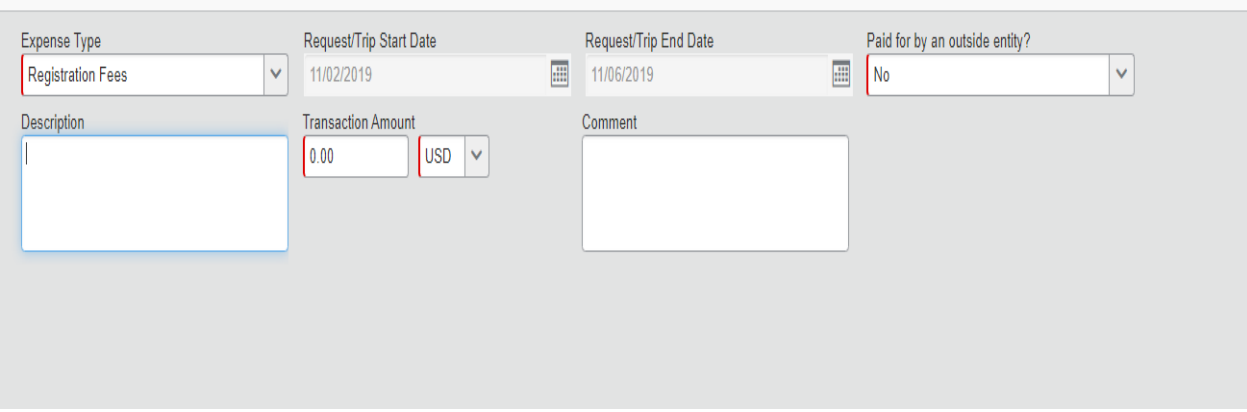
Entering Mileage: Use Google Maps or Map Quest to estimate the mileage. Enter the distance as a round-trip total. In the "Description" field, enter a description such as "roundtrip to and from…" Concur will automatically calculate the mileage cost and will always reflect the current IRS mileage rate.



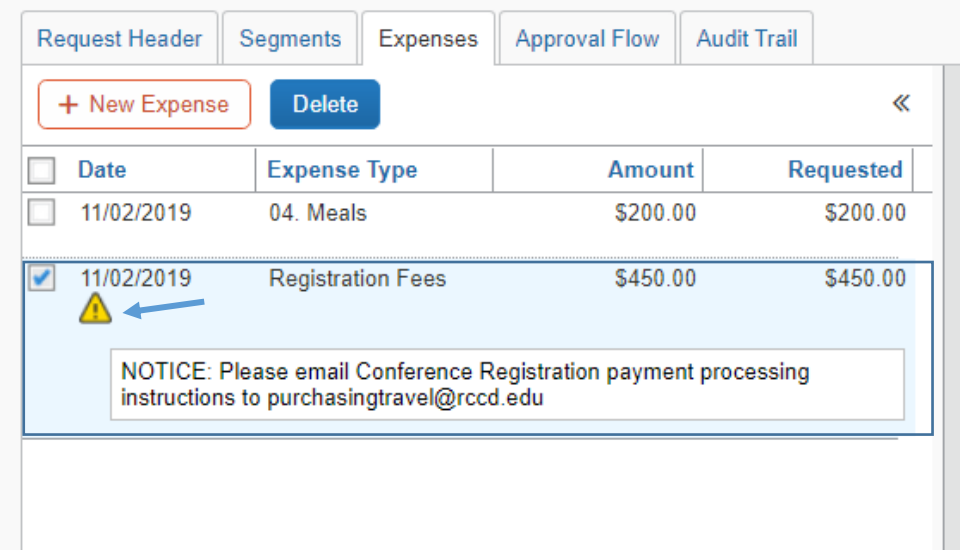
Entering Meals: Enter the total estimated expenses for all meals not covered by the conference during the trip. Add a description or comments, as needed (e.g. breakfast, lunch, and dinner for three nights).



Fees: Use this area to include registration fees.

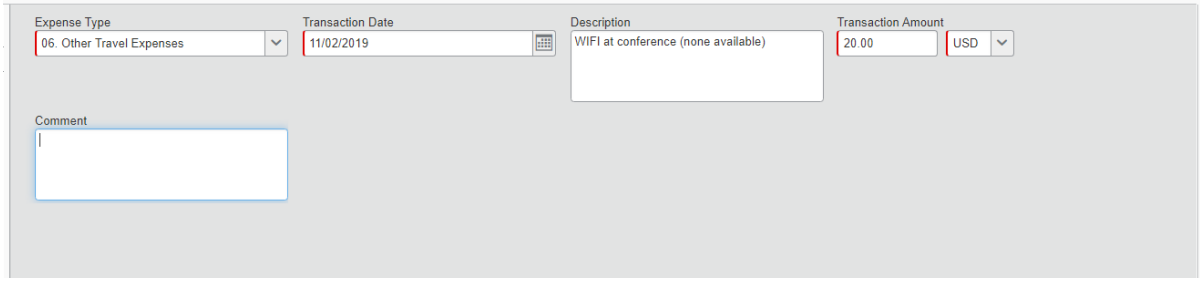


Once you have entered a registration fee, you will notice an alert icon/message has appeared in the summary of expenses on the left-hand side of the screen:



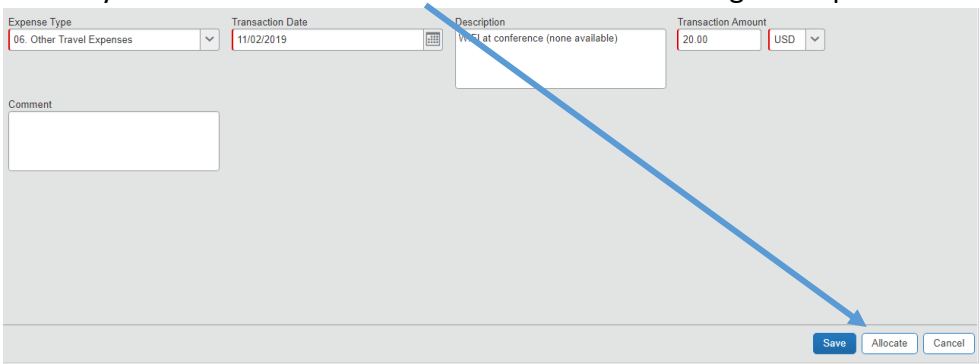
For instructions on emailing purchasing the required information to for conference registration payments, see page 43.

Entering Other Travel Expenses: This is a catch-all for all other allowable travel expenses such as luggage fees, delegate fees, Uber or Lyft expenses, Wi-Fi, etc. per the RCCD Board Policy. You can use this field more than once. Be sure to add a description to each.



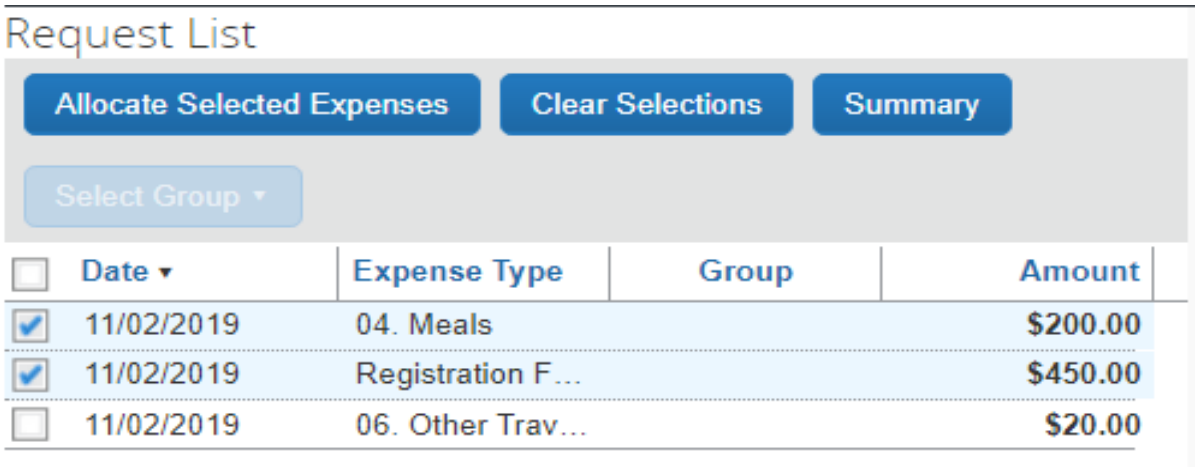
Allocating Budget

You may have noticed the "Allocate" button when saving the expenses:

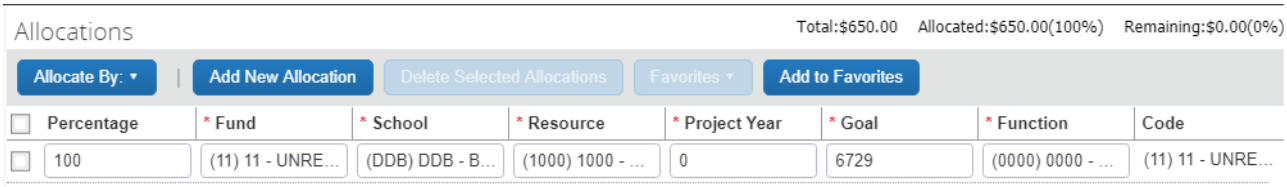


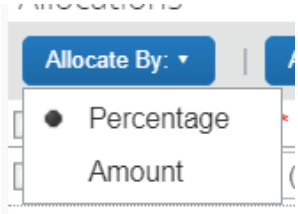
If only one budget string will be charged, you do not have to specifically allocate the funds. Concur will use the budget string on the request "Header" tab to charge the expenses. If you need to allocate all or a portion of the expenses to more than one budget line, click on "allocate" to open up the dialog box.

Select the checkboxes to the left of each expense you would like to allocate. You may select one, all, or some of the expenses.



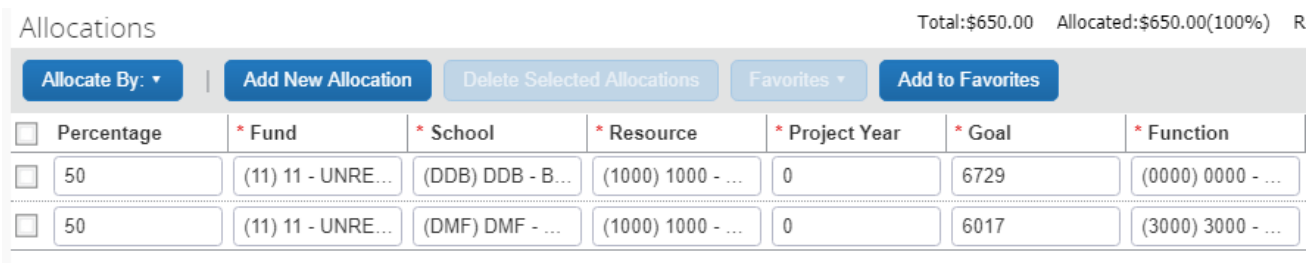
Click on the "Allocate Selected Expenses" button. The following appears on the right-hand side of the screen. Notice the budget string added in the request "header" tab is automatically populated.

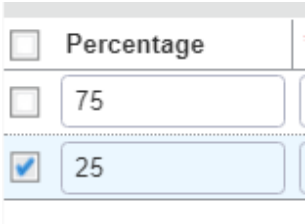




There are two ways to allocate the budget: Percentage or Amount. In this example, we will allocate by percentage.

Click on the "Add New Allocation" button then enter the second budget string you would like to charge. **NOTE:** There is no limit to the number of budget strings you can add.



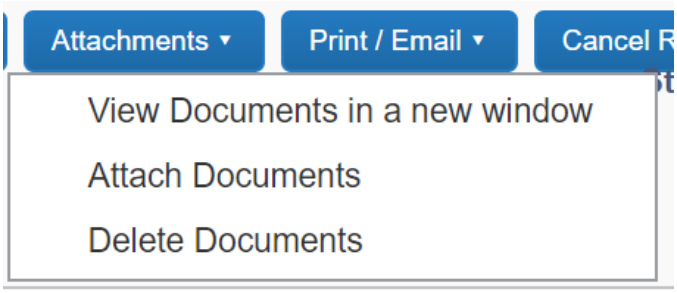


If you would like to modify the percentages, simply click in the field and change as needed. Remember to Save the allocations. Once you have entered expenses and allocated budget, you are ready to upload the required documents.

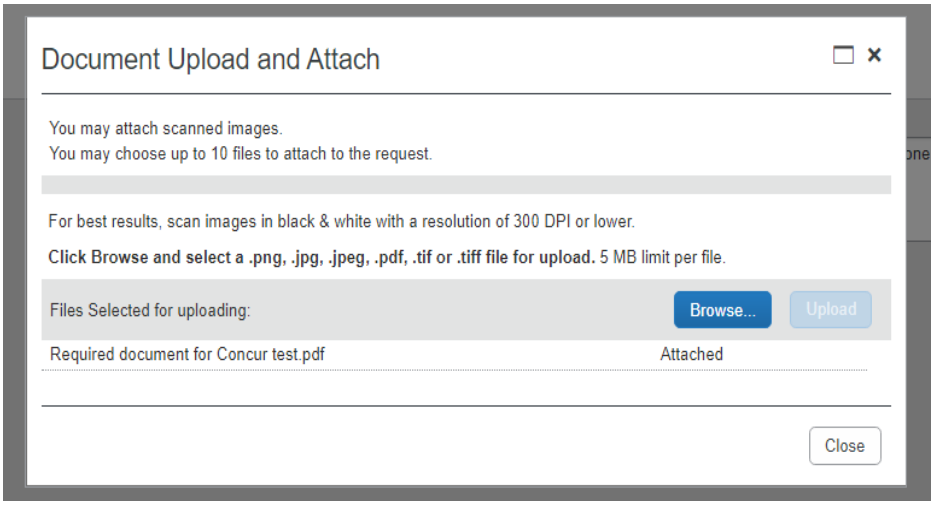
Uploading Required Documents

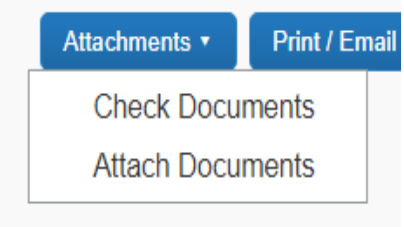
Prior to submitting your request for approval, you are required to upload a copy of the conference/meeting flyer or agenda. If the traveler is attending a meeting, a copy of an email is sufficient.

To upload required documents, click on the "Attachments" button and select "Attach Documents":



Click on the "browse" button and attached the documents you need to upload one at a time. Click on "Upload". The document name will appear with a note of "attached" if successful. Once all required documents are uploaded, click on "close".





To verify the documents are uploaded, return to the "attachments" button and select "Check Documents" from the drop-down menu. A pop-up window will appear (be sure to enable pop-ups in your web browser). NOTE: The maximum file size is 5 mpbs.

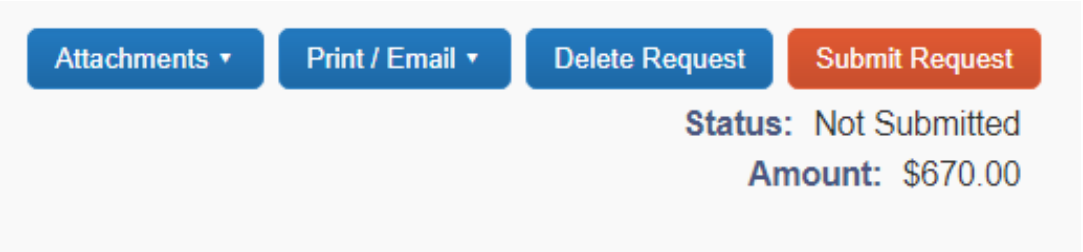
Submitting for Approval

Once you have uploaded all of the required documents, you are ready to submit the request for approval. Classified and manager travel requests will automatically be routed to the traveler's immediate supervisor as noted in the travel profile. Next, travel requests are routed to the area vice president, Vice President of Business Services, and finally to the college president if the travel is out-of-state. The division dean must be manually added as an approver for faculty travel requests. For grant funded travel requests, the budget/grant manager must also be manually added to the request as an approver.

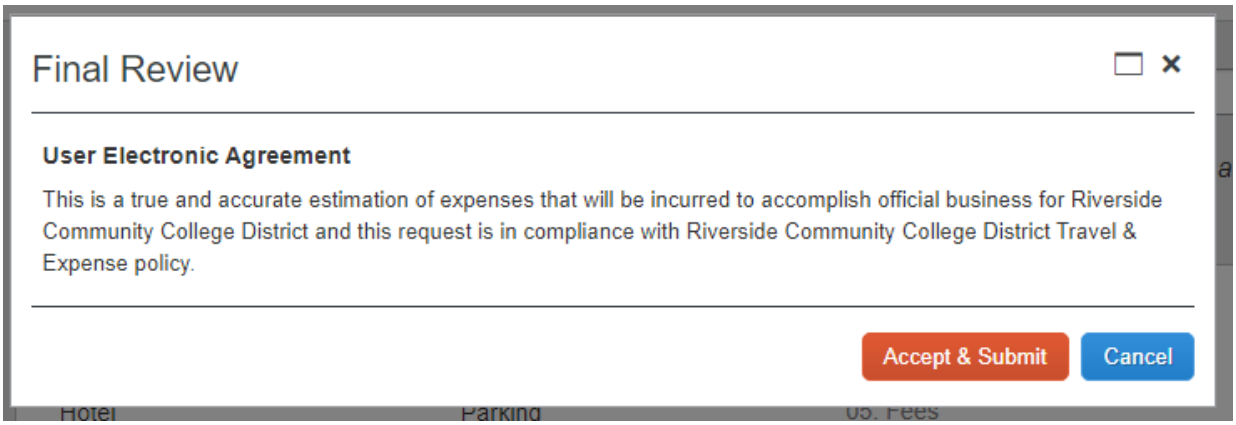
Click on the "Approval Flow" tab. Click the blue plus sign and the "User Added Approver" box appears.

Begin typing the last name of the approver you would like to add, the system will generate search results. Select the individual you are adding as approver from the names generated.

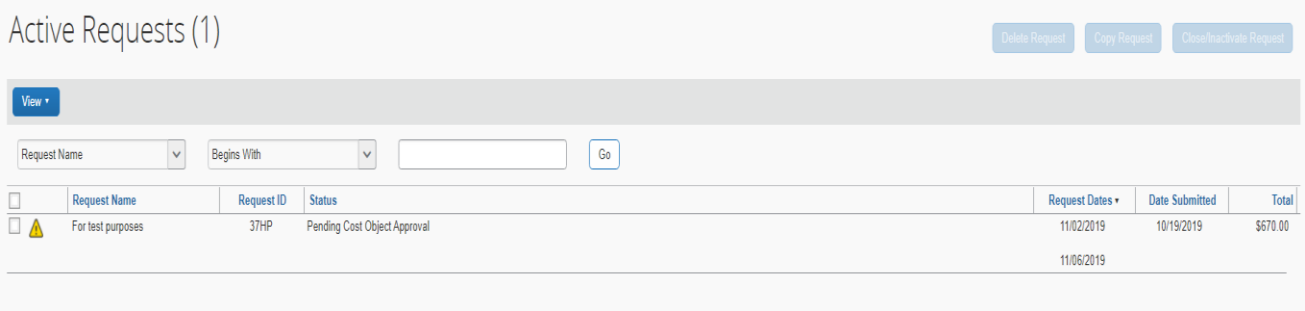
Click on the "Submit Request" button.



The electronic agreement dialog box will appear. Read and if no changes need to be made click on "Accept & Submit".



Now, your request will appear under your "Active Requests" with the automatically assigned travel number and status shown.



Book with Agent: Cal Travel Store

If you chose, Option 2 *"Book with Agent: Cal Travel Store"* in the Request Header section, follow the steps in "Completing the Request Header Information" and "Entering Expenses Section". After the request has been fully approved, the Cal Travel Store will receive the Request and will process the reservation. If additional information is needed, an agent will contact the traveler to finalize the reservation. There is no need for the traveler to contact the agent prior to an agent reaching out to them to confirm the reservation.

Once the reservation is confirmed, and agent will send a confirmation email to the traveler.

Book Outside of Concur and Cal Travel Store

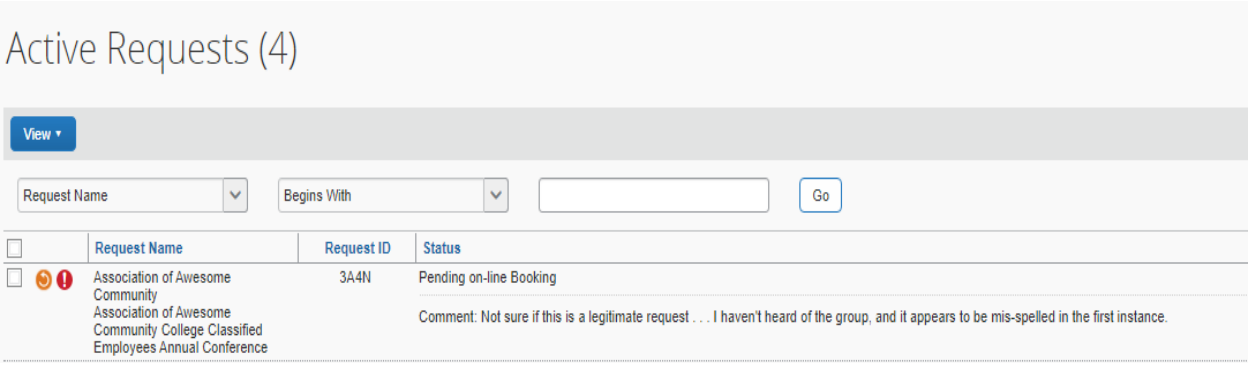
If you chose, Option 3 "Book Outside of Concur and Cal Travel Store" in the Request Header section, follow the steps in "Completing the Request Header Information" and "Entering Expenses Section".

Completing the Booking Process

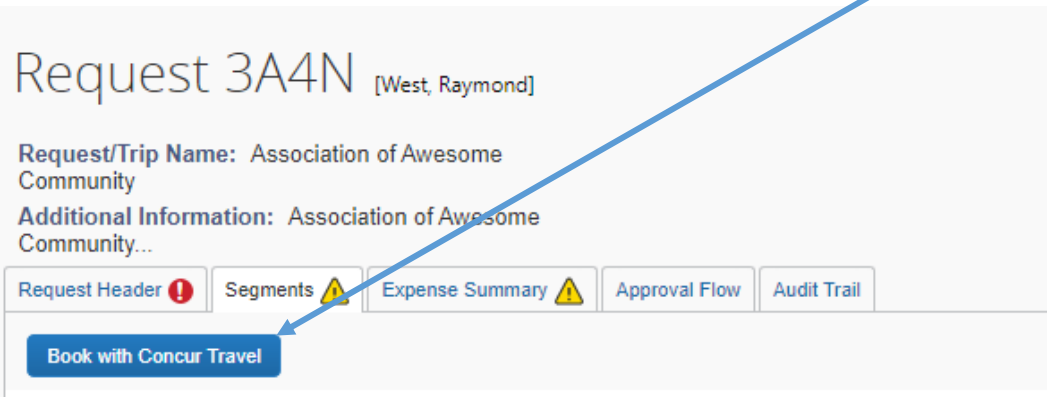
Once the travel request is fully approved, you will receive an email notification from AutoNotifications@concursolutions.com indicating there is a request pending travel booking. You are now ready to book your airfare, hotel, or car rental as appropriate. To complete the booking process, take the following steps:

Login to Concur.

Click on the "Request" link on the top banner. This will take you to your active travel request dashboard. You will see a comment of "Pending on-line Booking" under the request status.

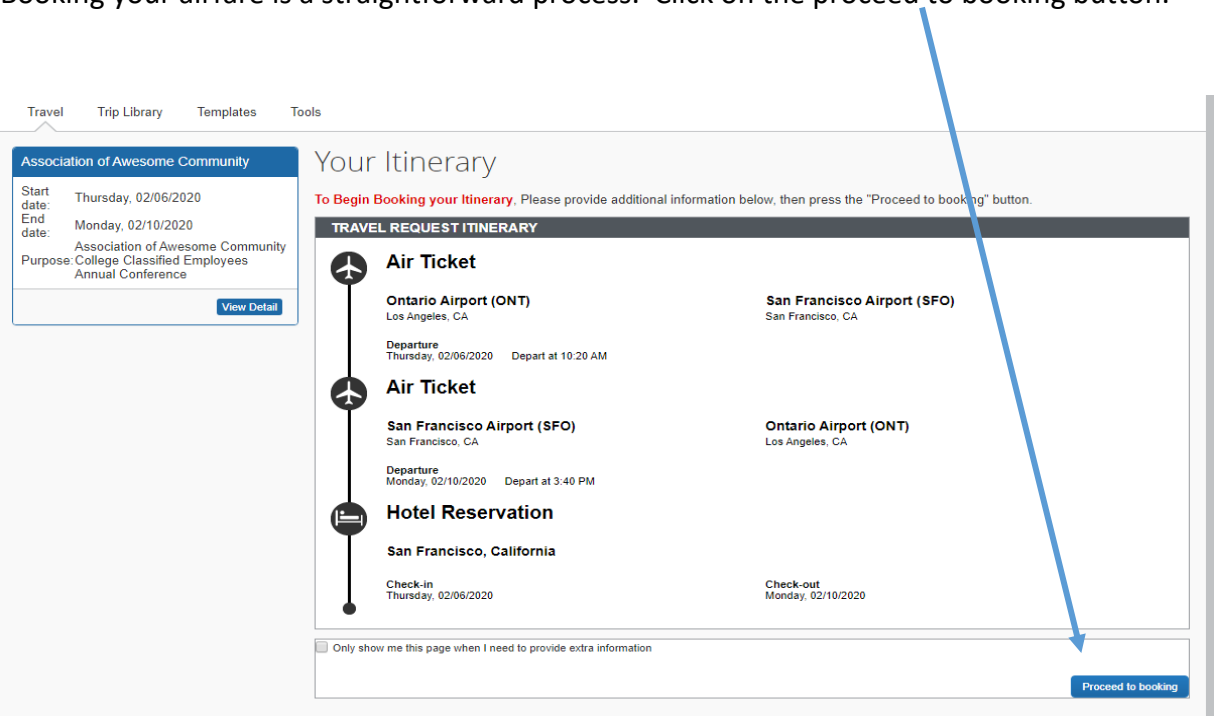


Select the travel request by double clicking on the request name. Click on the "Book with Concur Travel" button.

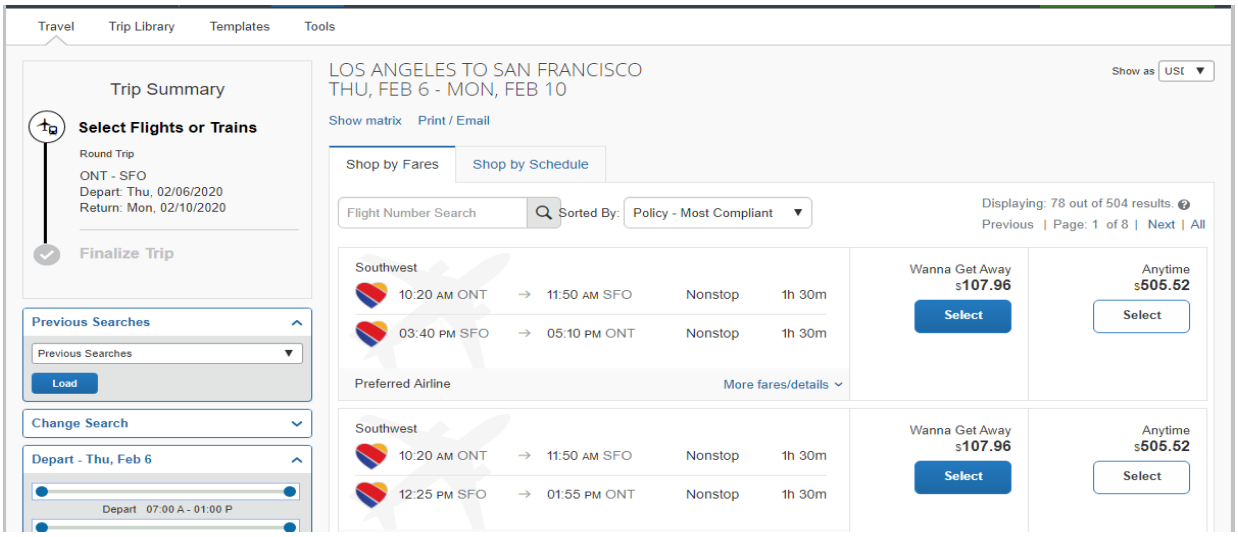


Booking Airfare

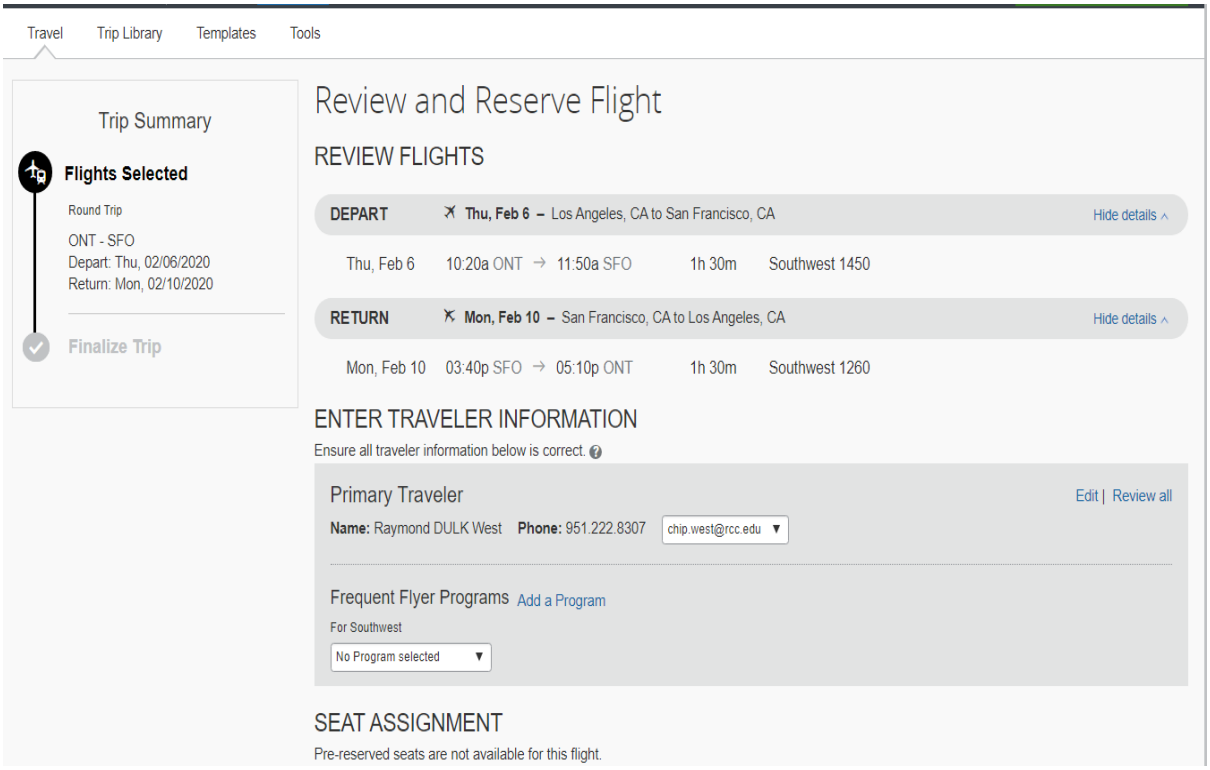
Booking your airfare is a straightforward process. Click on the proceed to booking button.



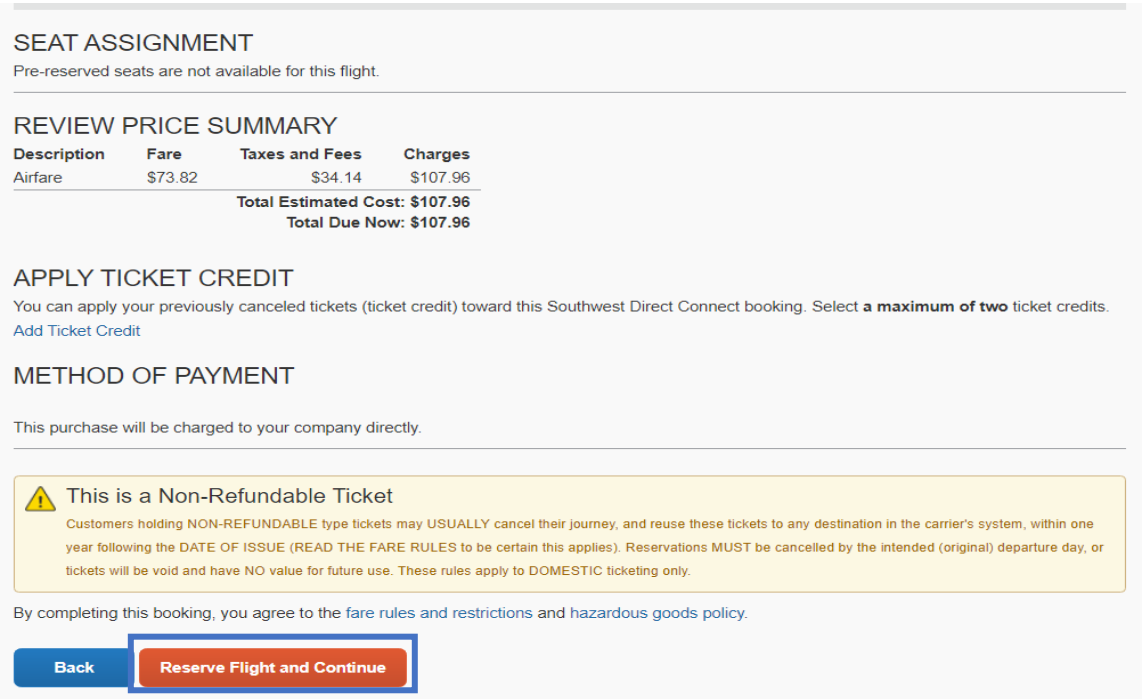
Enter your flight criteria (like the process followed when obtaining quotes) to display flight options. Select the your flights by clicking the “Select” button.



Review your flight selections. Choose your frequent flyer program from the drop-down menu (if you have them).

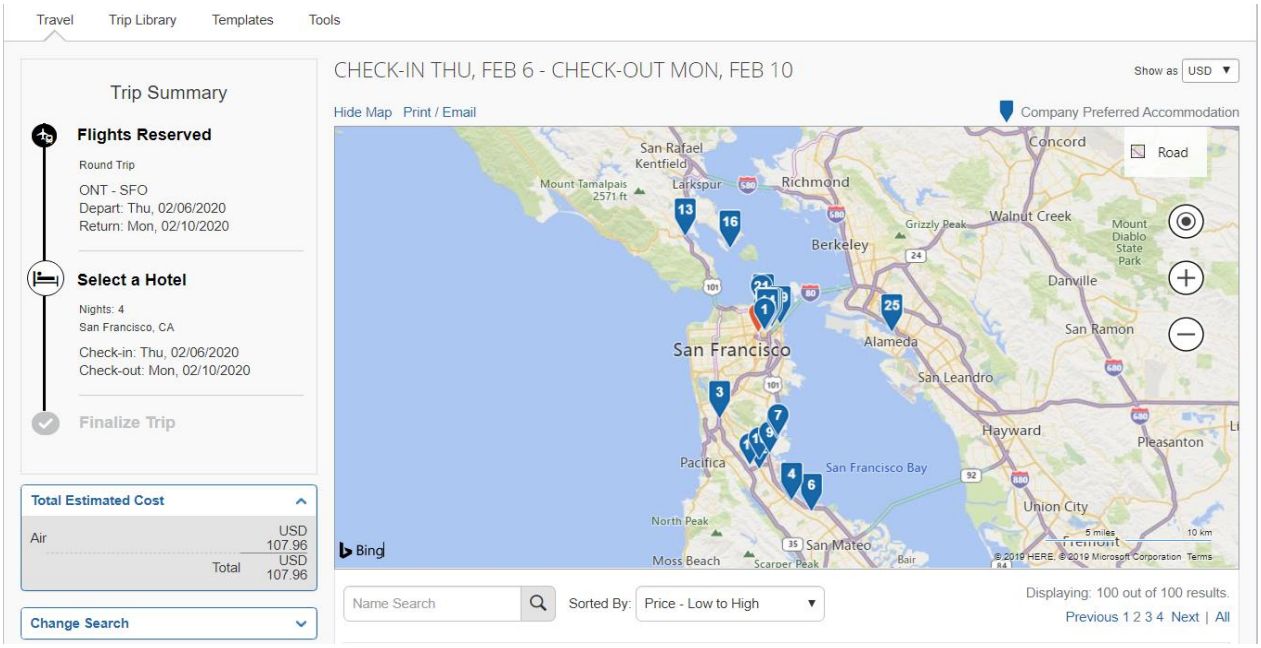


The RCCD credit card automatically pays for the airfare. Click on “Reserve Flight and Continue”.

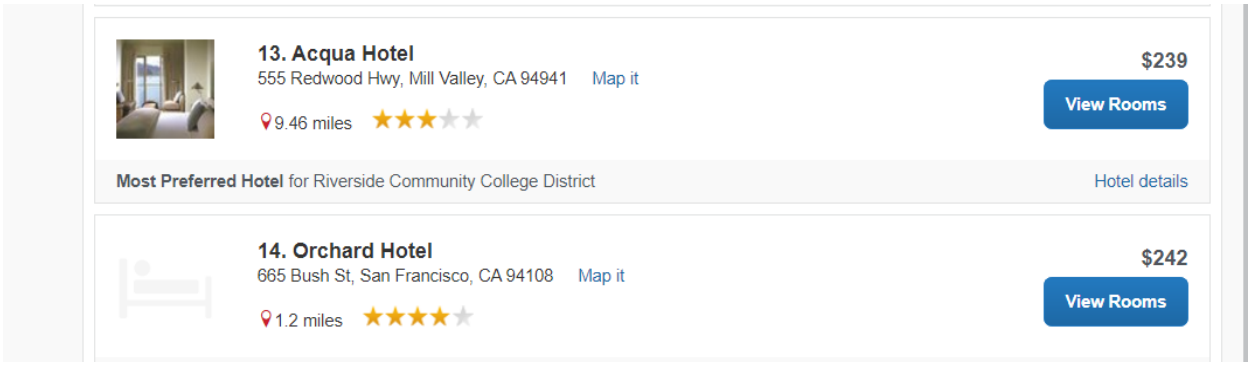


Booking Hotel

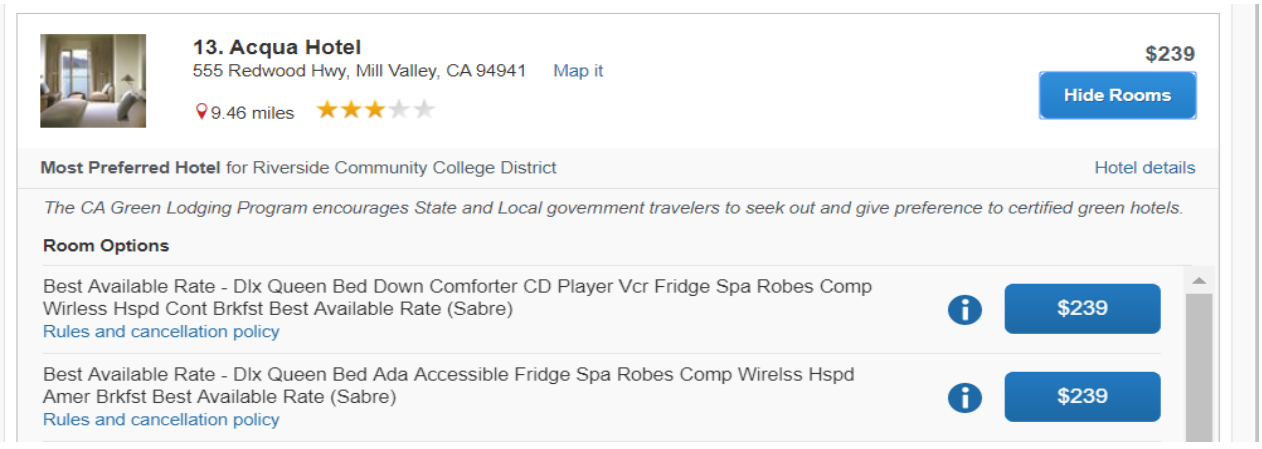
To book your hotel accommodations, enter your search criteria.



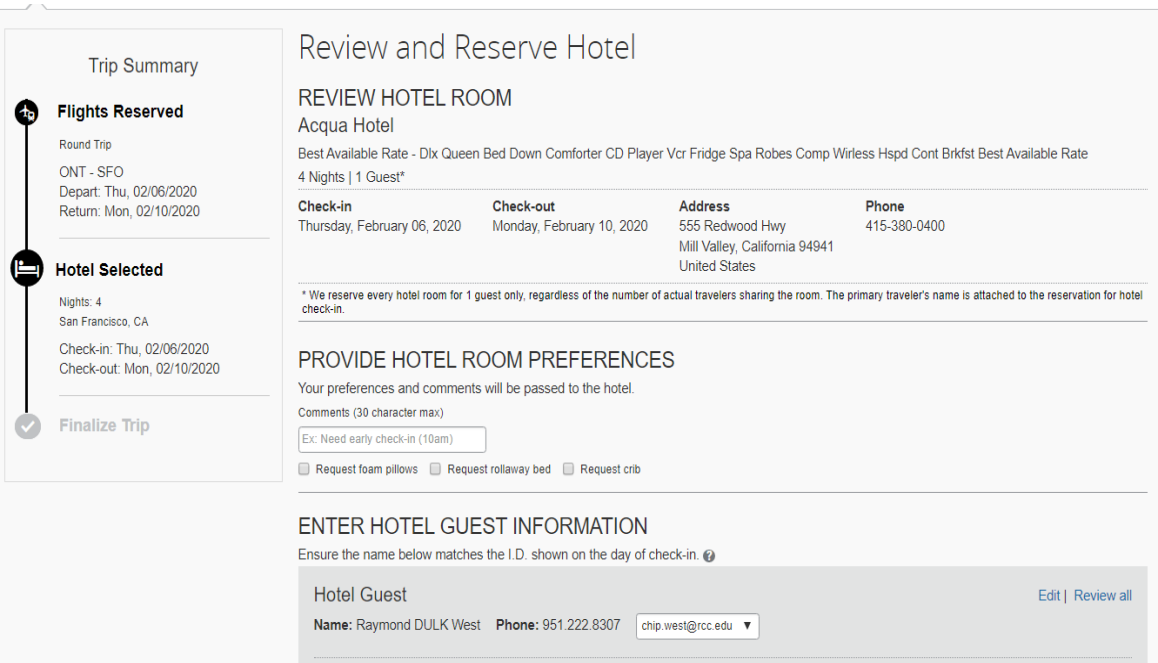
Select the hotel by clicking on the "View Rooms" button to view room options.



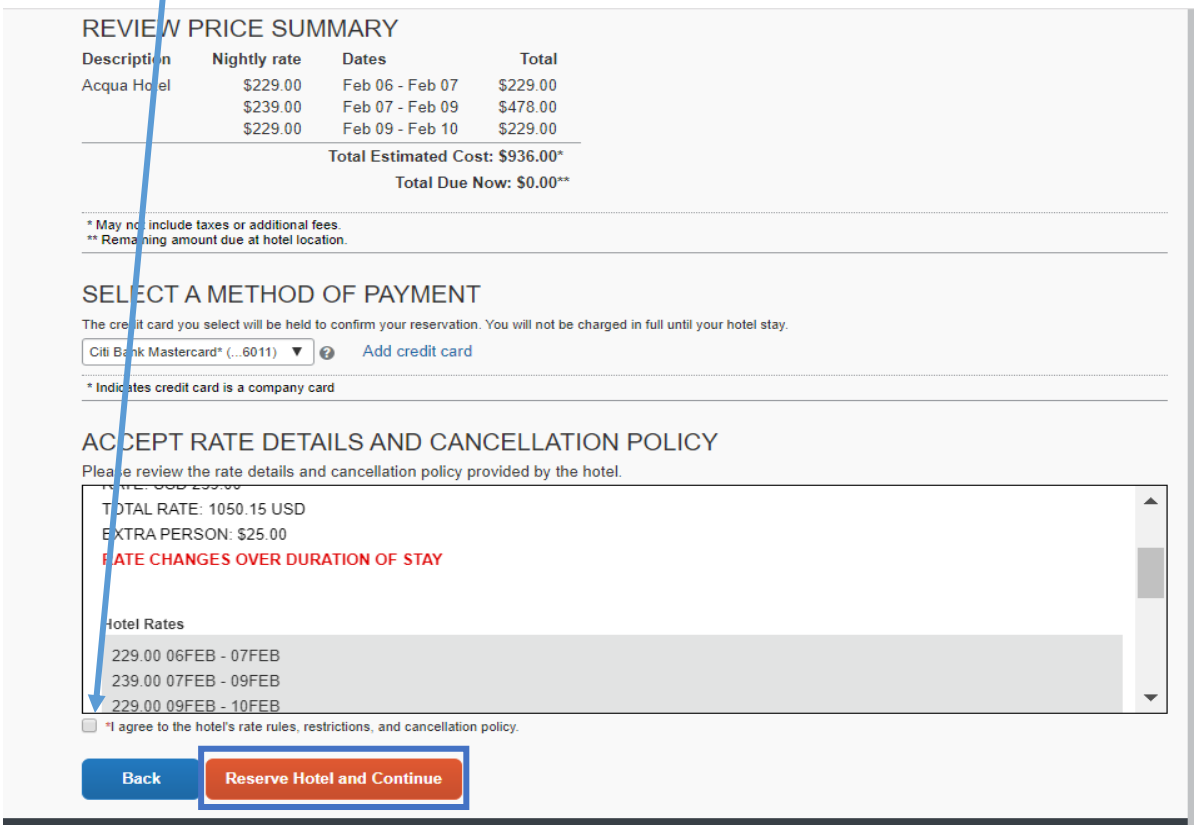
Select the room option by clicking on the blue button.



Review and reserve your hotel room by clicking the “Reserve hotel and continue” button.



Be sure to agree to the rates and rules by checking the box before clicking on reserve hotel and continue.”



The RCCD credit card reserves your hotel room, however, the hotel will still request a personal debit or credit card be presented at check-in for incidental charges.

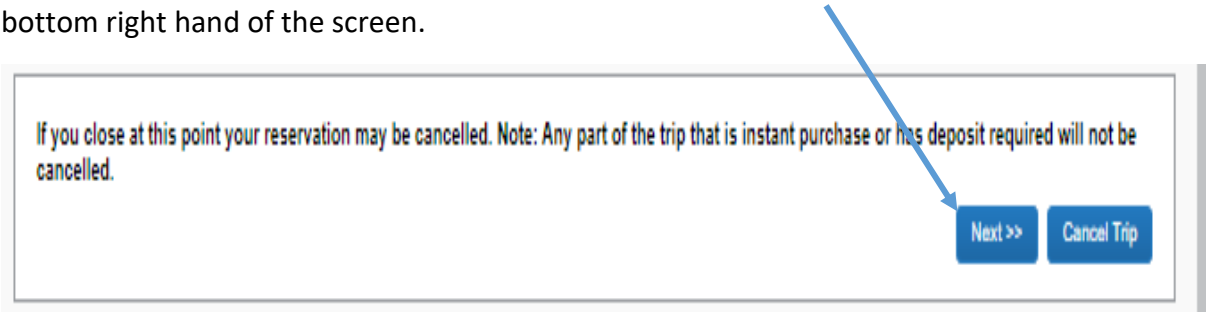
Booking Car Rental

The process to book your car rental is the same as the process for booking your airfare and hotel.

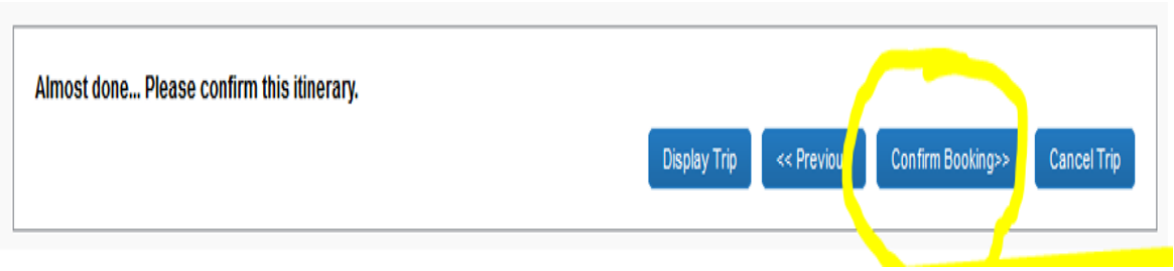
1. Enter your search criteria
2. Select your model option
3. Click “Reserve car and continue”

The RCCD credit card reserves your car. The District holds an agreement with Enterprise Car Rentals. When renting a vehicle, the District will be automatically billed.

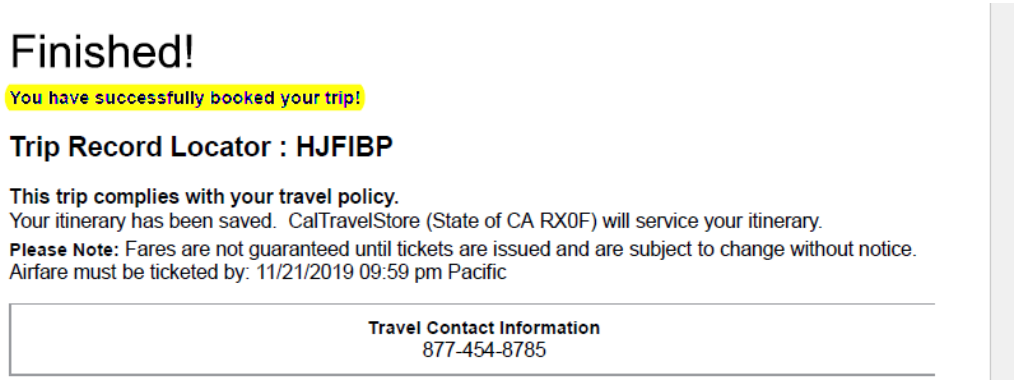
To complete the booking process, you must click each blue “next” button that appears at the bottom right hand of the screen.



Once you have reach “Confirm Booking” as an option, click to finalize the booking process.



The following message will appear and an overview of the trip overview displays.



Contacting Purchasing for Payments

Once your travel request has been fully approved, you will receive an automated email notification from AutoNotifications@concursolutions.com. Be sure to add this email to your contacts to avoid having the message moved to your Clutter or Junk inbox.

Your next step will be to contact the Purchasing department via email at purchasingtravel@rccd.edu for payments to be processed. Be sure to include the travel request number in the subject header for all communications regarding travel. NOTE: If you have prepaid the expenses and will be seeking reimbursements, you can skip this step.

Registration - Submit conference registration form or invoice to the purchasing department. Be sure to note the payee name and total amount due on the documentation you provide.

Hotel – This is a two-step process.

a. Contact the hotel directly and request their Credit Card Authorization form. Be sure to have the confirmation number for the traveler when you contact the hotel. Fill out the Credit Card Authorization Form (your name, arrival date, confirmation #) leaving the credit card number fields blank.
b. Email purchasing the hotel's Credit Card Authorization form at purchasingtravel@rccd.edu. Purchasing will complete the credit card authorization form and return it to the hotel. The hotel will charge the District credit card upon check out. Tip: A week before your trip contact the hotel to confirm they have the credit card authorization form on file for your trip. Also, be sure to check out at the front desk to ensure the District card is charged and not your personal card. Travelers are still required to provide a credit card upon check-in for incidentals.

Delete/Cancel/Recalling/Closing Requests

Delete - A Request can only be deleted if it has *never* been submitted.

Cancel - A Request can be cancelled once it's been submitted

- If cancelled before approval, you will not see the Expense link
- If Request is cancelled after approval but before booking, the Request will be cancelled
  - Expense link will remain visible
  - Request must be Closed/Inactivated in order to prevent expensing
- If Request is cancelled after booking, the Request and the Booking will be cancelled
  - Expense link will remain visible
  - Request must be Closed/Inactivated in order to prevent expensing
- Cancellation of a Request, after it has been fully approved, will release the encumbrance

Recall and Resubmit

You cannot change, cancel, or delete a Request that has been submitted unless you Recall it first. A user may recall a request at any point in the approvals process.

Cancelling an approved request will result in not being able to book travel or submit an expense report. Use caution when recalling a request.

Some of the reasons to recall a request are to correct an existing entry or add missing information. If you have questions regarding this process, please contact your local Concur administrator.

Close/Inactive

All requests need to be manually closed/inactivated only if you have already or will not be receiving a reimbursement.

Multiple Requests

If another Request is created due to changes in travel plans mid-stream, you are able to attach the Requests associated with the trip to a single expense report. For assistance with this option, please contact your local Concur administrator.

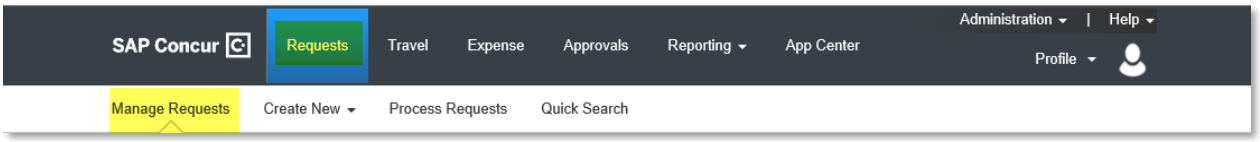
Section III:

Creating your Expense Reimbursements

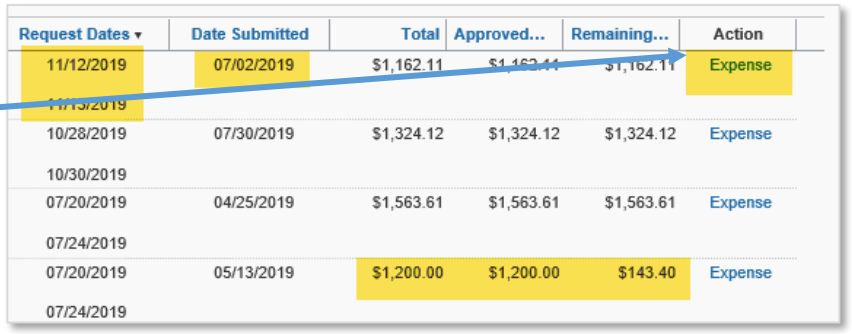
Creating your Expense Reimbursement

Once you complete your trip you are ready to prepare your expense reimbursement. Expense reports will route to the Direct Supervisor, then Budget Approvers based on the budget string (School, Goal, Function). **NOTE:** Faculty/Athletics will have to manually add their division Dean as additional approver.

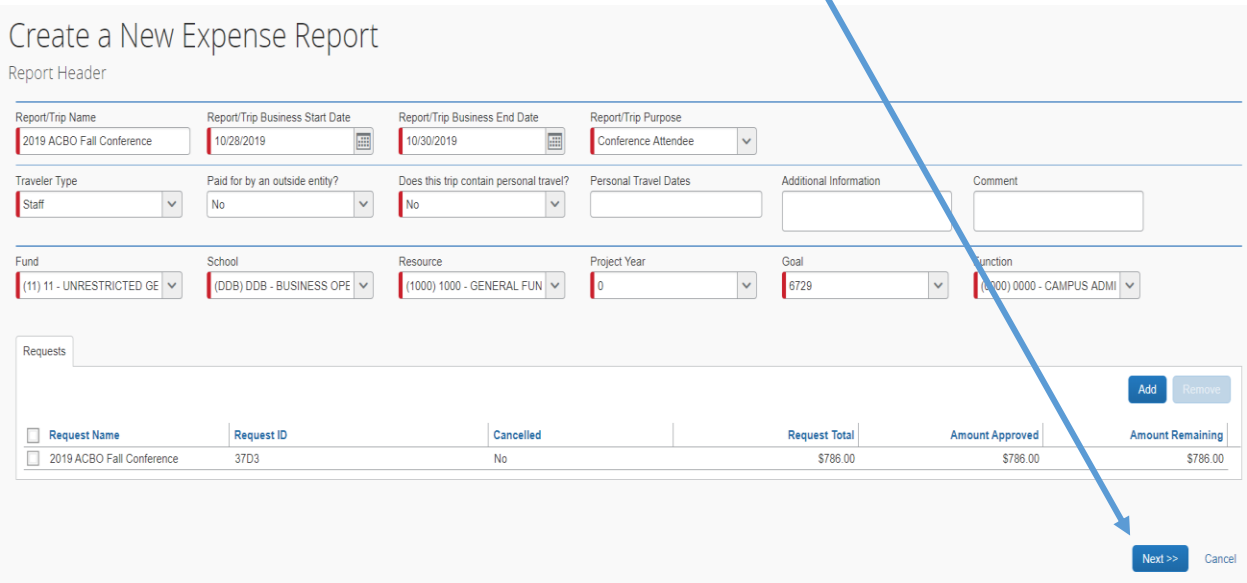
To begin, click on the **Requests** tab, then **Manage Requests**



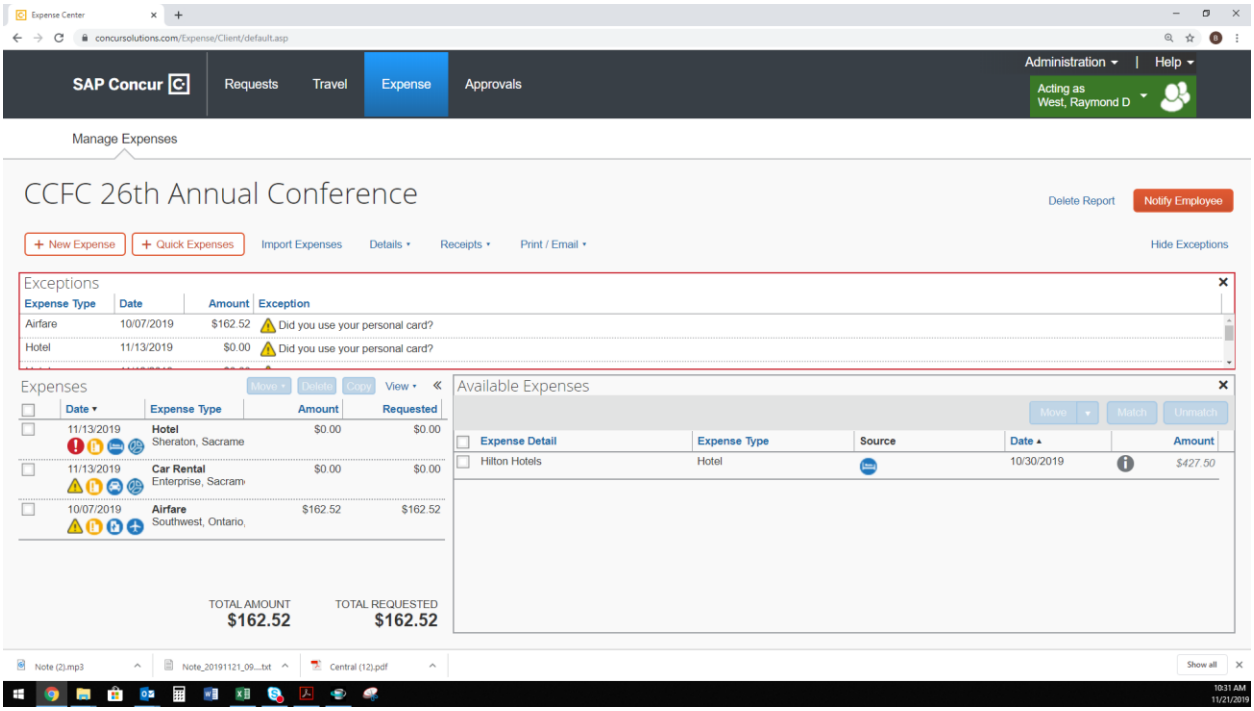
All travel related Expense Reports must be initiated at the **Requests** tab, by clicking **Expense** link under the **Action** header. This prepopulates the Expense Report Header and will link the request to the Expense Report.



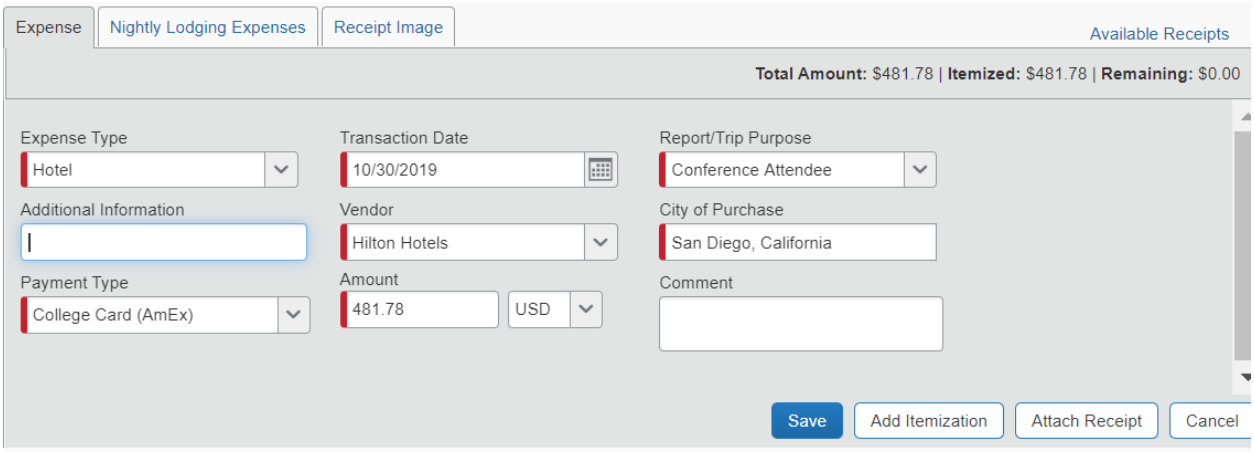
Review information in the Expense Report Header and Click **Next.** The information in the Expense Report Header is copied from the travel request. Travel Requests are not required when seeking only Personal Car Mileage Reimbursements, for travel less that 50 miles in each direction, or Monthly Mileage Reports.



The expense report will auto-populate with any expenses that have already been incurred by booking in Concur.



The next step is to note how each prepaid expense was paid. This ensures the traveler is not reimbursed for expenses not paid personally.

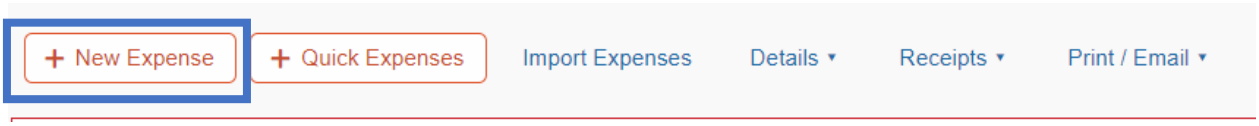


There are several expense types available to choose from in the drop down menu.

- Out of Pocket – Select this option if the expense was paid out of pocket by the traveler.
- College Card (AmEx) or College Card (BoA) – The Purchasing department has two credit cards to pay travel related expenses. Travelers should contact Purchasing to confirm which card was used. Hotel or conference registration fees are examples of the type of expenses that may have been paid by the District credit card.

- Other Entity – Select this option for expenses paid for by an outside entity.
- RCC Ghost Card (Citi) – Select this option if airfare and/or car rental were booked through Concur.

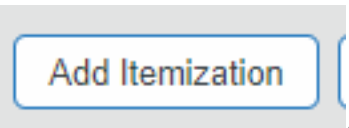
To add expenses to the expense report, click on “New Expense” at the top of the expense report:



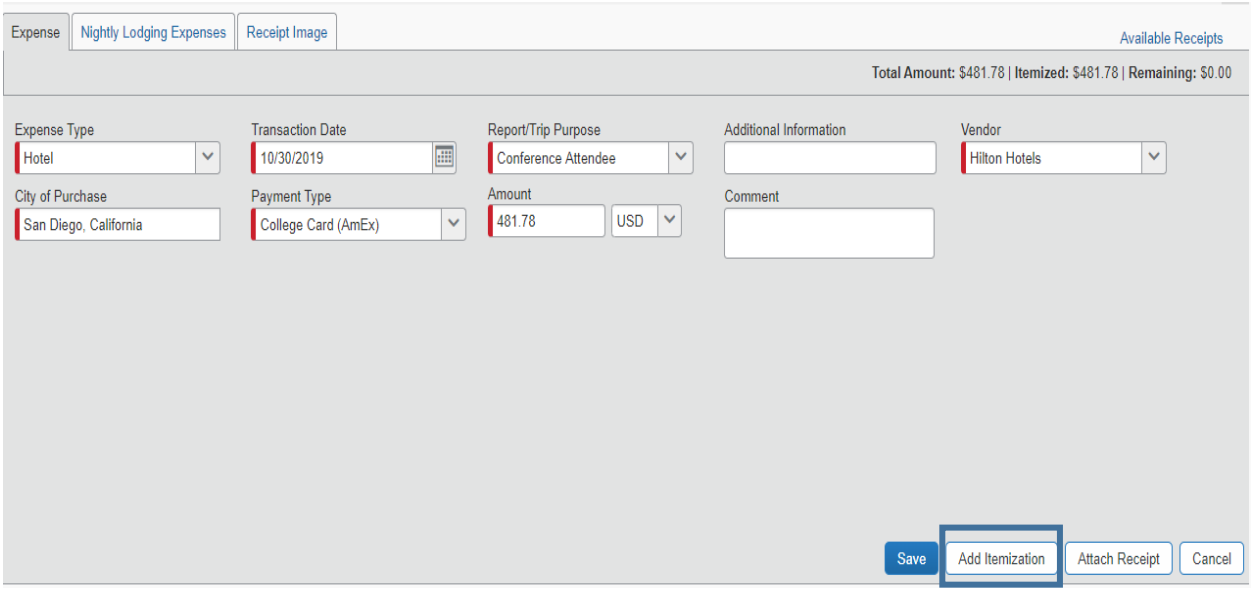
Select the expense type you wish to add from the displayed options. If necessary use “Miscellaneous” in the “Other Travel Expenses” section if you do not see the expense type you are looking for.

Adding Hotel Expenses

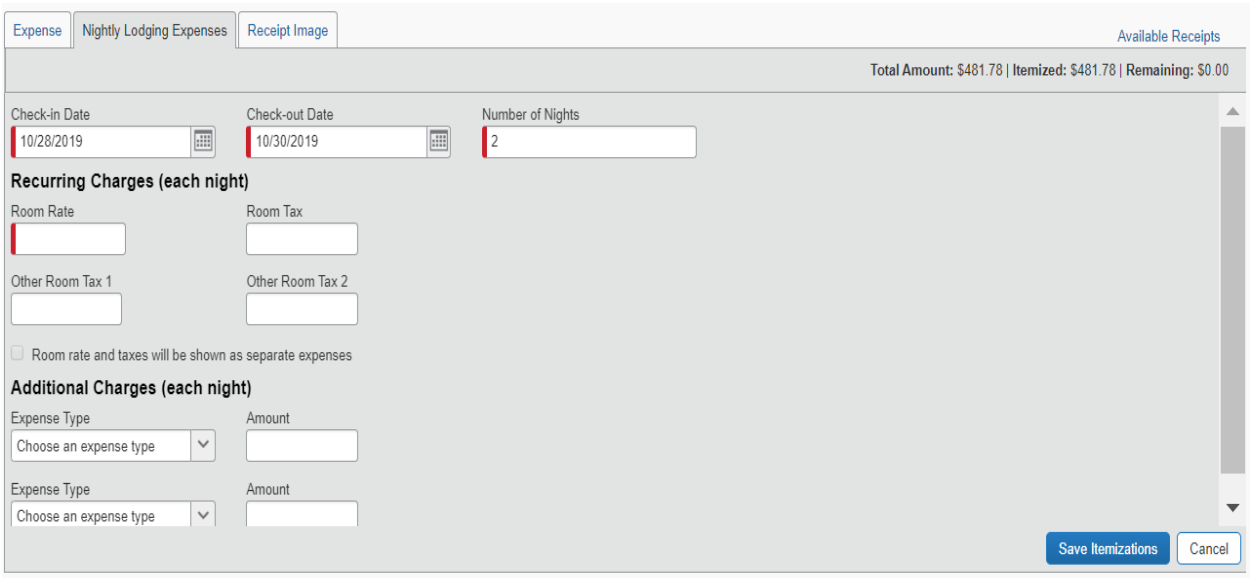
You will be required to itemized the hotel expenses. Enter the basic expense and click on “Add Itemization”



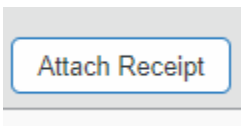
.



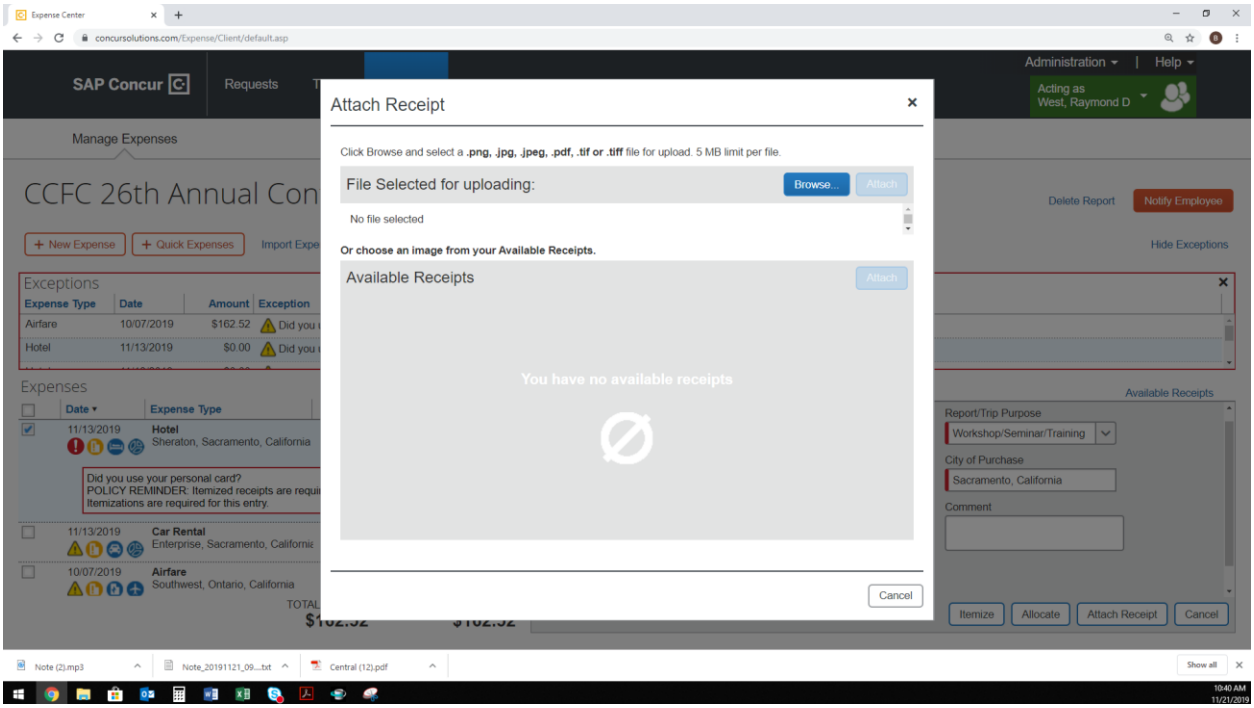
Refer to the hotel folio for room rate and tax information to add to the itemization. Click on "Save Itemization".



Next, click "attach receipt" to attach the hotel folio to the expense entry.

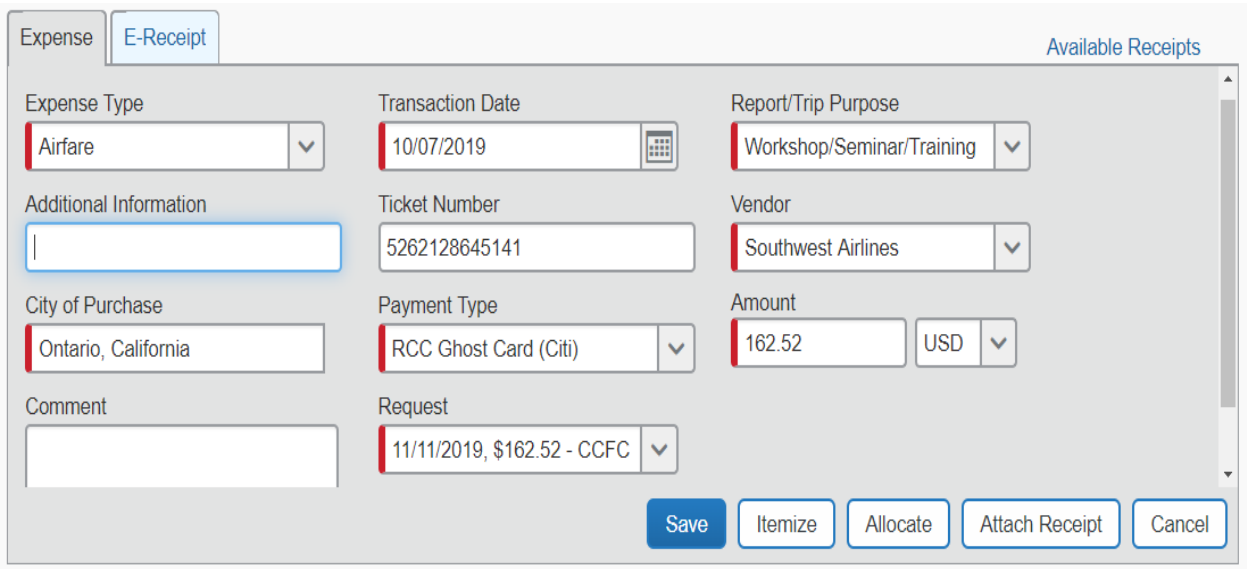


Next browse to select the file to upload and click “attach”.



Adding Airfare Expenses

If the option to activate e-receipts was selected in the profile settings, some expenses may display an option to attach an e-receipt to an expense. In the example below, the e-receipt is available for airfare. To add the e-receipt, click on the tab and select from the available receipts displayed.



Adding Mileage Expense

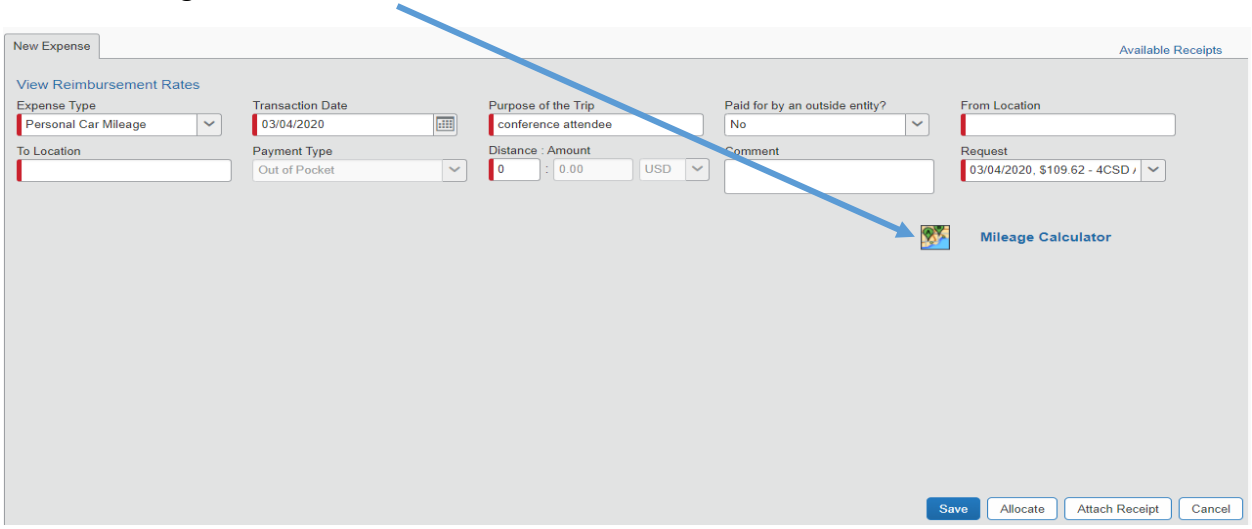
03. Mileage

Monthly Mileage Report

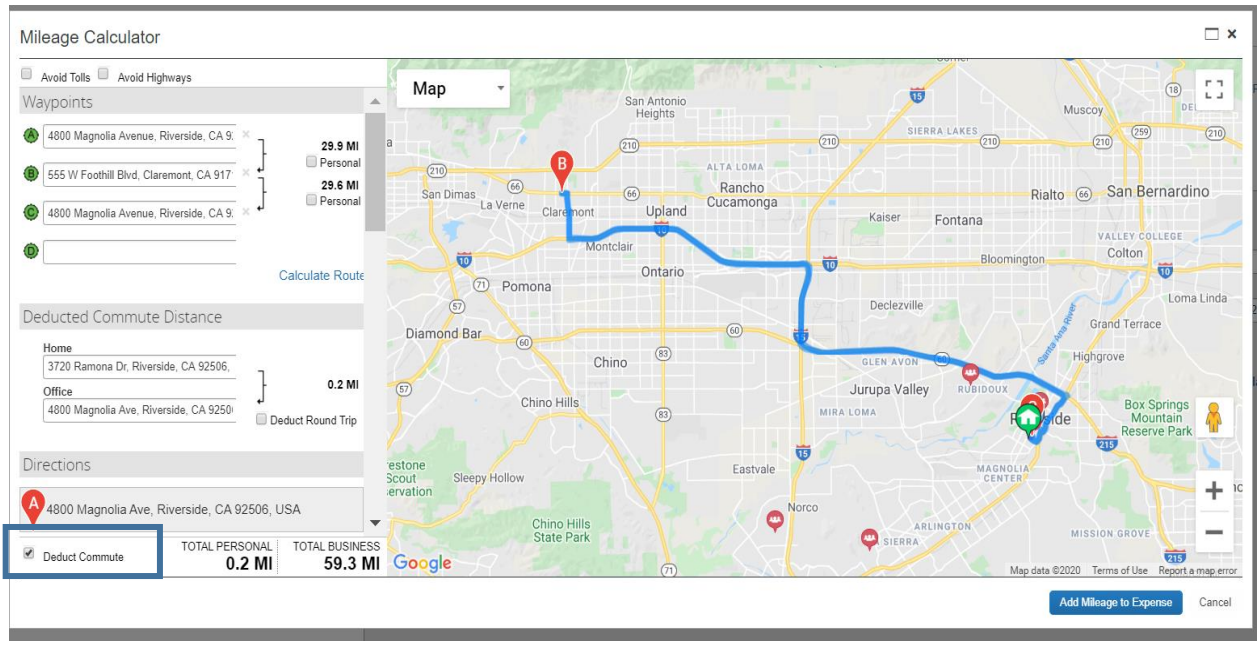
Personal Car Mileage

When adding mileage to the expense report, select “personal car mileage”. Instructions for creating a monthly mileage report are on page 54.

To add personal car mileage, complete the transaction date, and purpose of the trip. Next, click on the “mileage calculator” link:



Enter the start and end fields and click on “Deduct Personal Commute”.



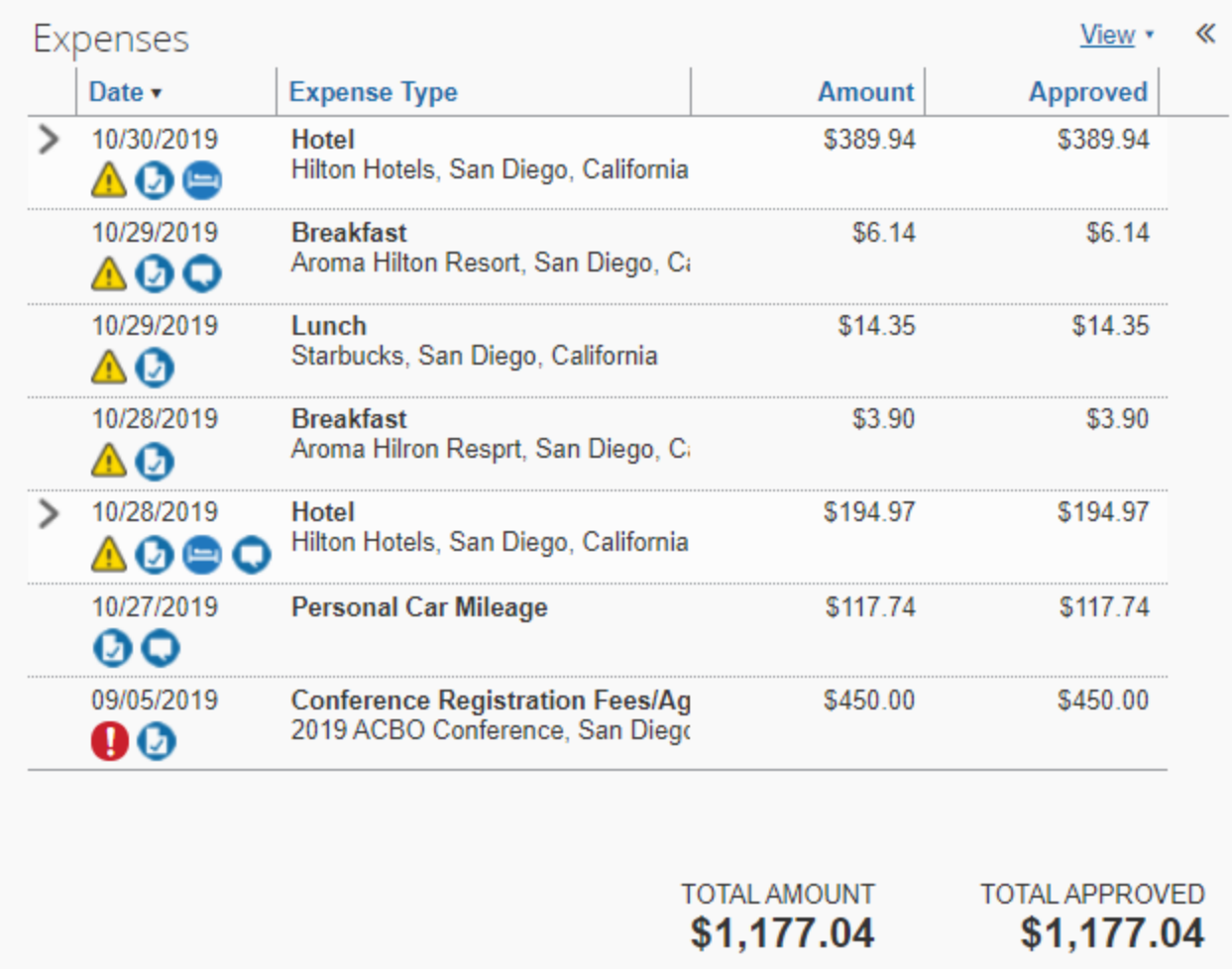
Next, click on “Add Mileage to Expense” and then “Save” to complete the personal car mileage entry.

Adding Other Expenses

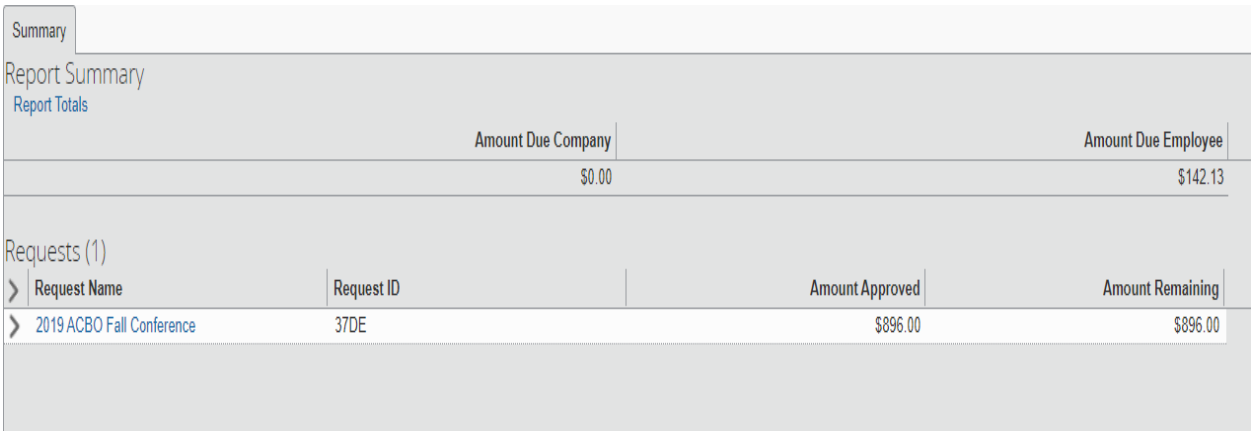
Continue to add additional expenses until all expenses and receipts have been added to the expense report.

Finalizing Expense Report

Once all expenses have been entered, the total cost of the trip will be displayed under “Total Amount” and “Total Approved”. NOTE: Total approved is not the amount to be reimbursed to the traveler.



The reimbursement must not exceed the original estimated travel request by more than 10% or $200 per RCCD Board Policy. To verify the expense reimbursement has not exceeded this amount, view the approved amount displayed on the right hand side of the expense report under “Approved Amount”.



You will also be able to see the amount actually due back to the employee.

Receipts

Itemized receipts are required for each expense entered. There are several methods to add the receipts to an expense report:

Receipt Store

Digital receipts can be emailed concur and will be available to be selected/attached to expense entry as required. User (and/orDelegate) has to validate email address in Profile Settings.

Upload

Receipt images can be uploaded from your desktop (please note image size must be less than 5BM).

E-Receipts

Electronic receipts will be automatically generated for participating vendors (typically airlines, hotels, car rental vendors). User has to opt in through Profile Settings.

Missing Receipts Affidavit

Missing Receipts Affidavit is an electronic attestation by user that the expenses incurred were within policy and business related.

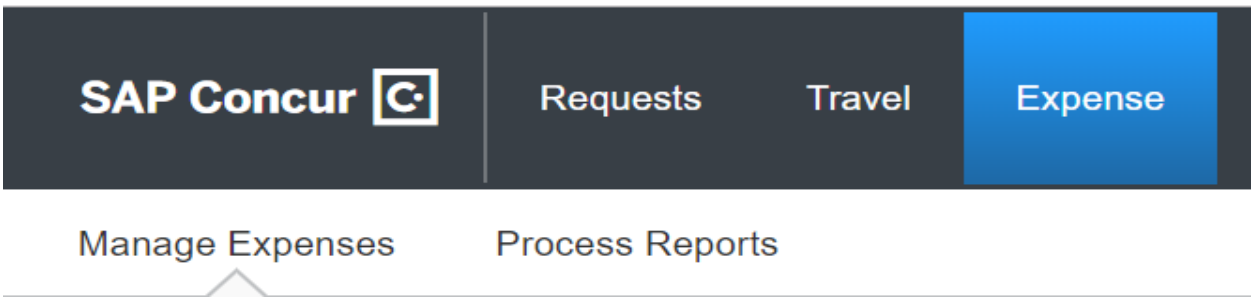
Creating your Monthly Mileage Report

Monthly Mileage Reports may be submitted for mileage reimbursement requests for local travel (<50 miles each trip) without a Travel Request on a monthly basis

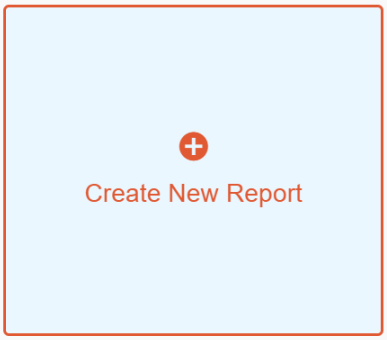
- Create one expense report for all mileage incurred during the month
- Enter a line entry for each day for Mileage (using Mileage Calculator)
- Enter Parking or Tolls related to the trips
- Attach receipts for Parking and/or Tolls

Note**Do Not select “Personal Car Mileage” as this Expense Type is specifically for mileage connected to a Travel Request.

To create a monthly mileage report, click on the “Expense” tab on the ribbon on the top of your screen.

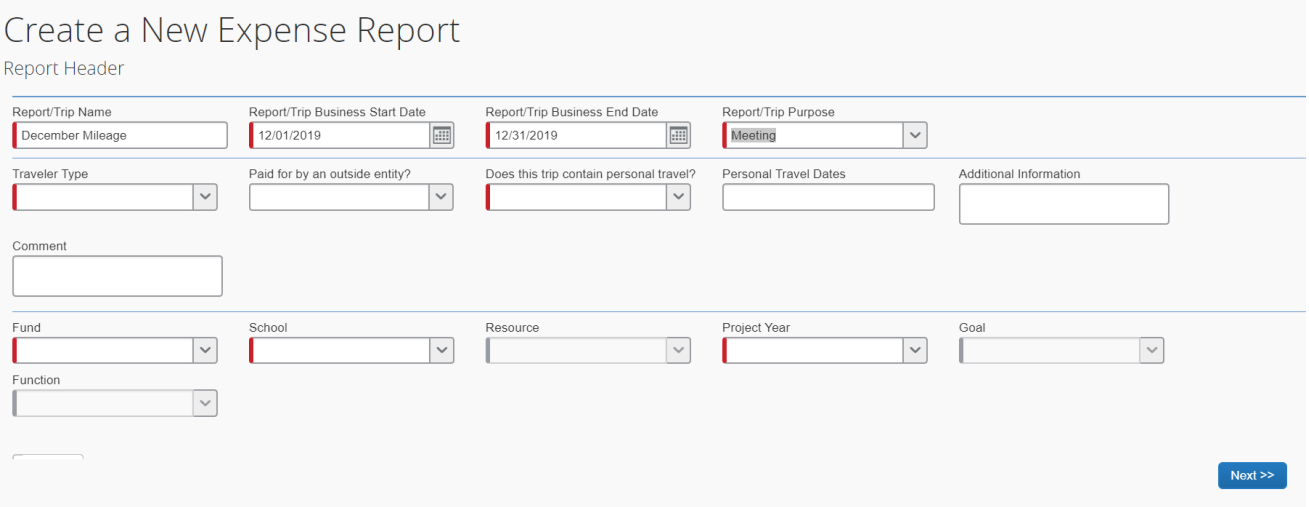


Click on “Create a new report”.

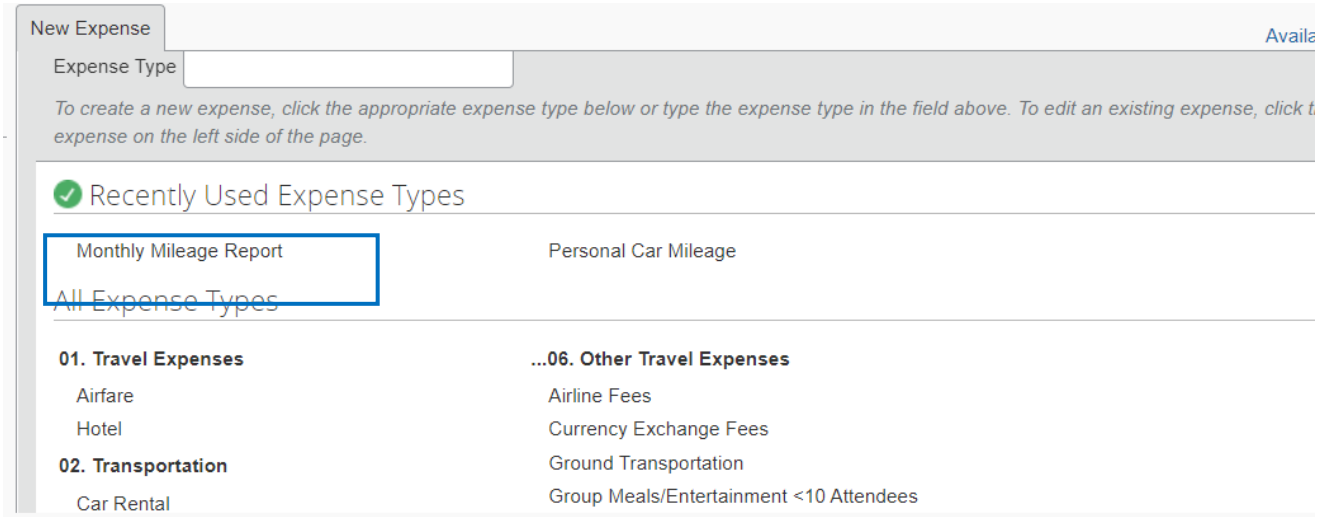


Complete all sections with a red bar (denotes a required field). For assistance in obtaining the appropriate budget string to charge, please contact your department.

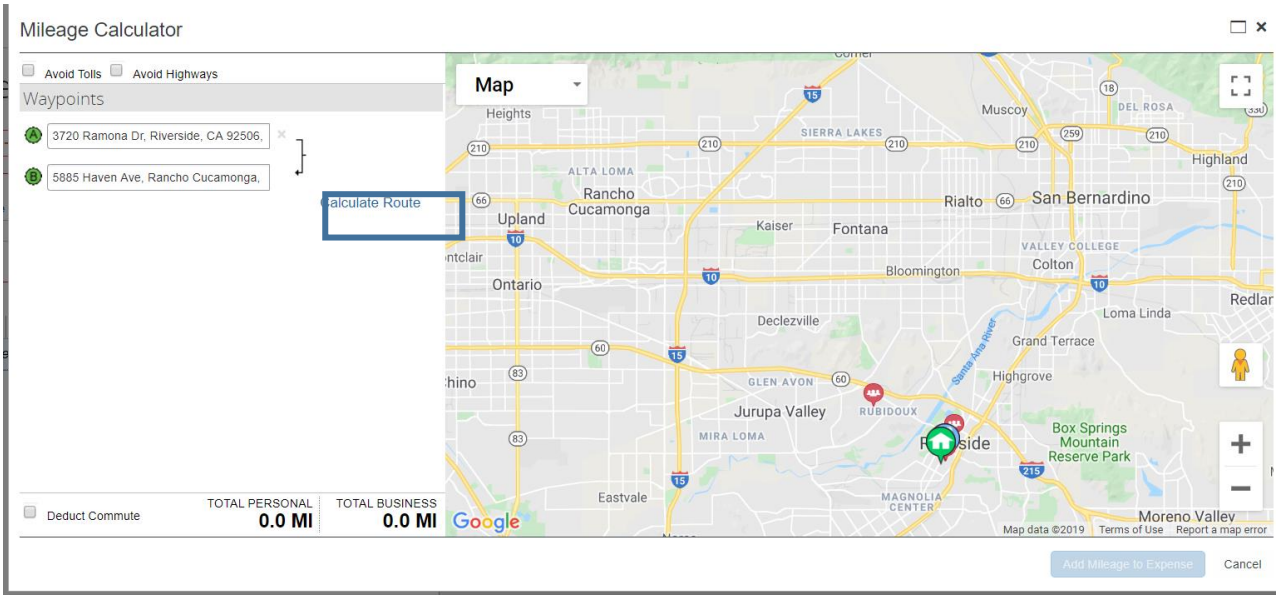
- Report/Trip Name n- enter the month the report is for.
- Start Date – select the first day of the month
- End Date – select the last day of the month
- Complete all fields
- Click “Next”



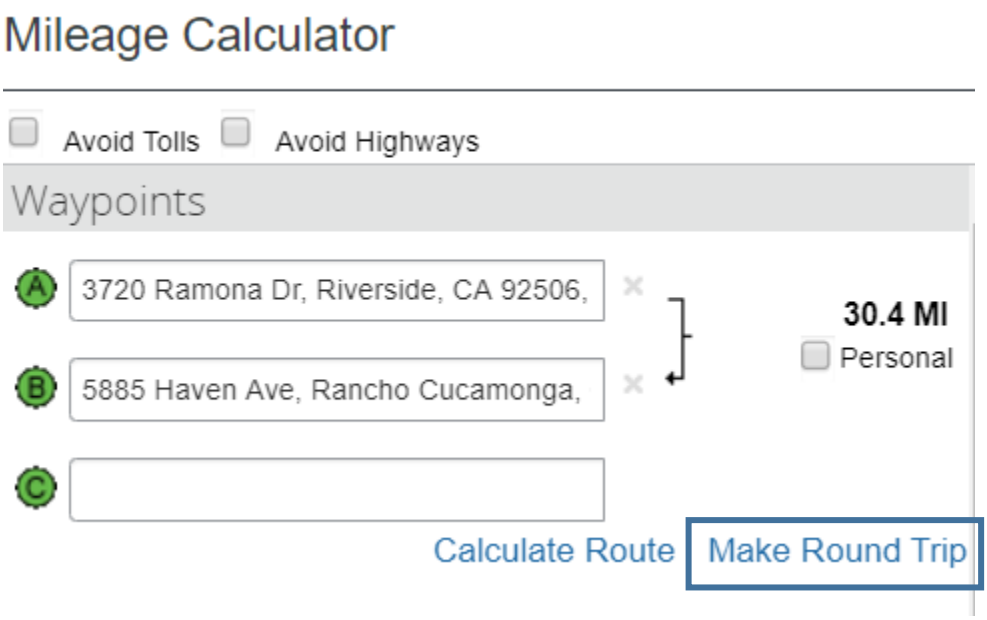
To add your trip information, be sure to select the “Monthly Mileage Report” as the expense type NOT Personal Car Mileage/



Enter the transaction date and purpose of the trip. Click on “Mileage Calculator” and enter the start and end locations. Click “Calculate Route” to view the results.



Click on “Make Round Trip” for round trip travel calculation.



Next, click on “Deduct Personal Mileage”. Click “Add Mileage to Expense” to add this calculation to your report.

Click “Save” and repeat the steps for each day of mileage you want added to the monthly report. Remember to add parking as a separate expense and attach your receipt if applicable. Once done preparing your report, click “Submit Report”.

Using Concur Mobile App

The Concur Mobile App allows travelers to view their trip information and upload their receipts directly from a photo taken on their phone. Before you can begin using the Concur Mobile app, you must download the app through the appropriate app store for your mobile device.

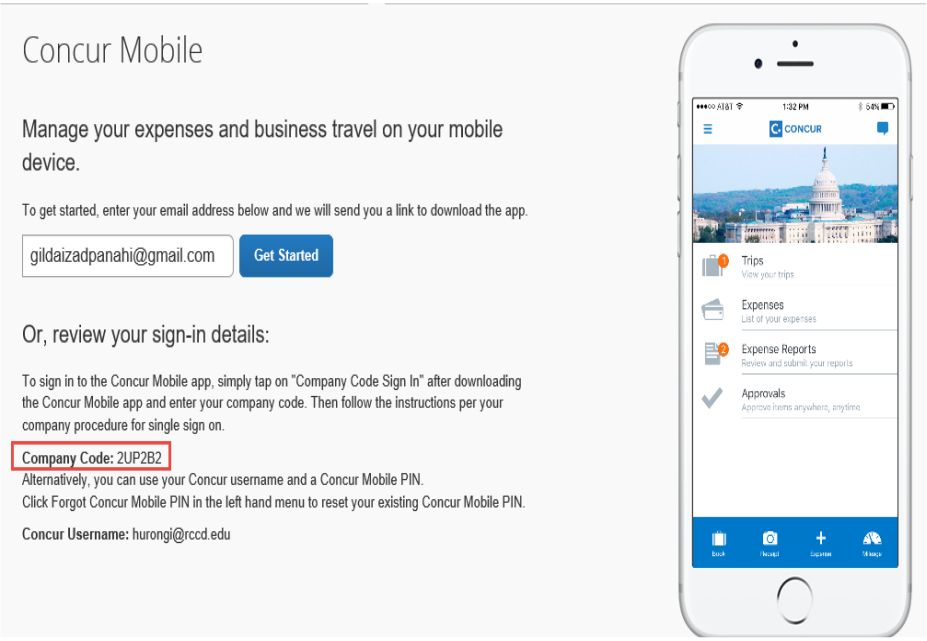
You must also register your mobile device through your Concur Profile. To do this, go to Profile Settings and scroll down to links on the left-hand side of the bottom of the page.

Access Available Via SSO

- Download Mobile App from App Store (or get a link by clicking 'Get Started'
- Login to RCCD SSO on your mobile device
- Login to Concur using Company Code **2UP2B2**

Using Mobile App

- Create image receipts and attach to your profile
- Manage Trips and Expense Reports on the go
- Prepare, Submit, Approve Expense Reports



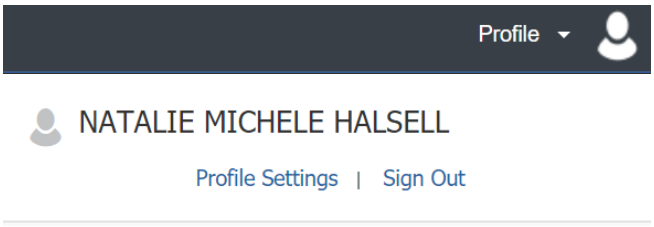
Section IV:
Instructions for Delegates

Assigning Delegates

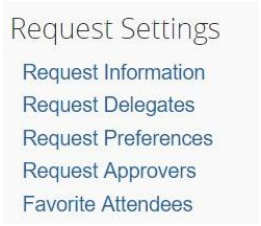
A delegate is an individual you assign to act on your behalf for both the travel request process as well as the expense reimbursement process. Please be sure to discuss the role with the individual you would like to assign as your delegate prior to doing so.

Travel Request Delegates

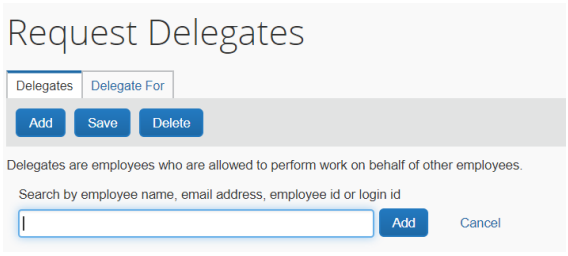
To assign someone to be your travel request delegate, click on the "Profile" icon and select "Profile Settings":



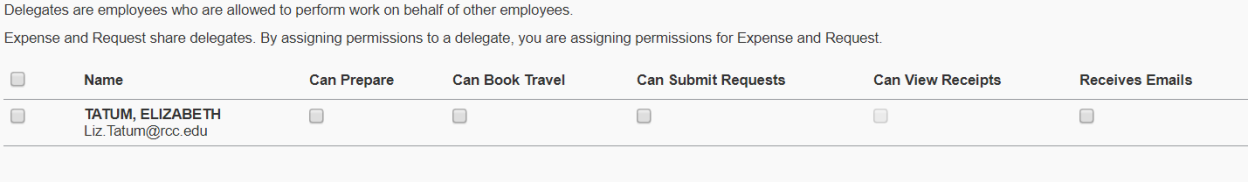
On the left hand side of your screen under the Request Settings, click on "Request Delegates":



Click on "Add" and begin typing the name of the individual you would like to assign to act as your delegate. Their name will automatically pop-up in the search bar. Click on their name to add them.



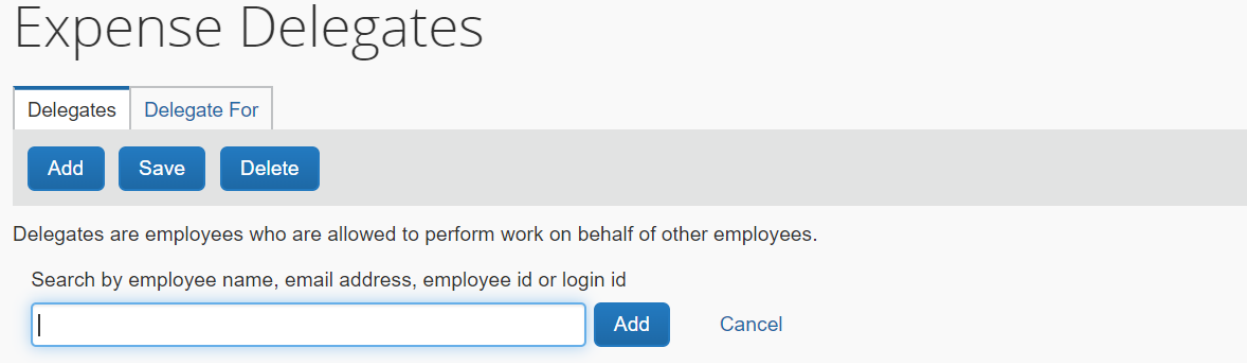
Once they are added, you will need to check each function you want the delegate to be able to perform on your behalf:



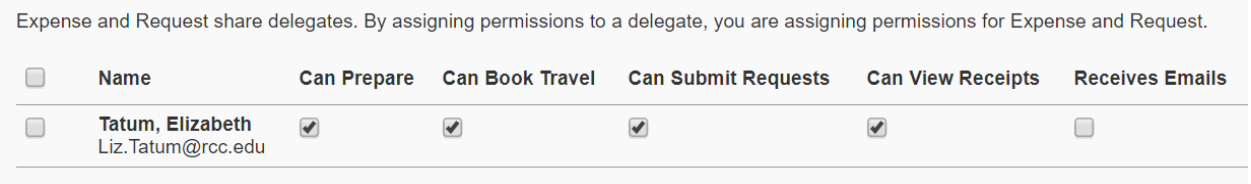
Click "Save" to save your changes. This individual will now be able to perform the functions you have identified on your behalf.

Expense Delegates

To assign someone to act as your Delegate for creating expense reports, click on "Expense Delegates" on the left-hand side of your screen. Next, click on the blue "Add" button and search for the individual you would like to assign:



Once selected, be sure to check mark all of the actions you want to allow them to take on your behalf.



Click "Save" to save these changes.

Acting as a Delegate

To begin acting as someone's delegate, first you must login to Concur using your own login credentials. If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing and submitting reports.

NOTE: Please do not assign someone as your delegate without first discussing with them.

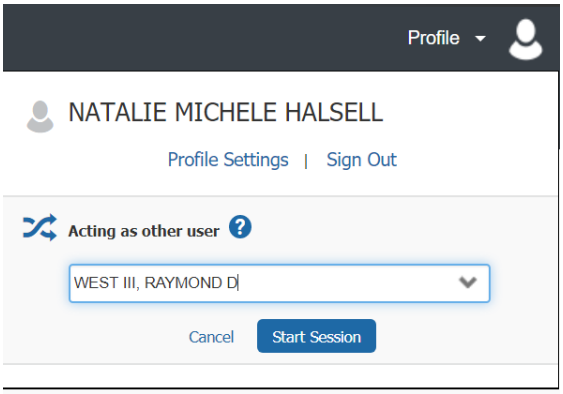
To work as a delegate:

1. Click on the Profile icon in the upper right-hand corner of the screen.

2. Click on > **Act on behalf of another user**.

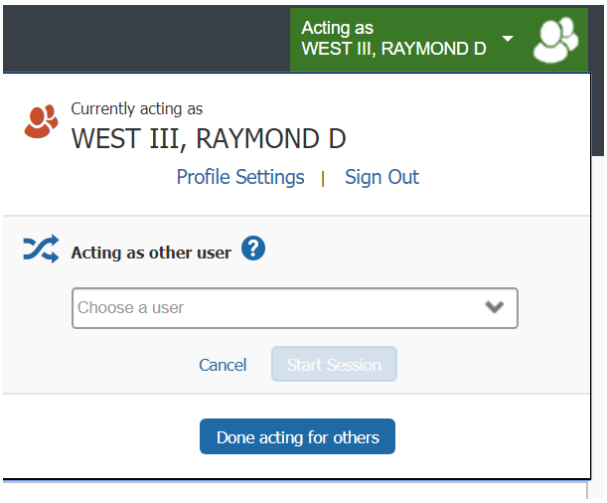
3. Select the appropriate user's name.

4. Click **Start Session**.



Note: The Profile menu now displays **Acting as** and shows the name you just selected.

You are now officially working on behalf of that person. Complete the normal processes of creating reports, printing, etc.



5. To select a different user, follow the same steps but select a different name.

6. To return to your own tasks, click **Acting as**, and then click "**Done acting for others"**.

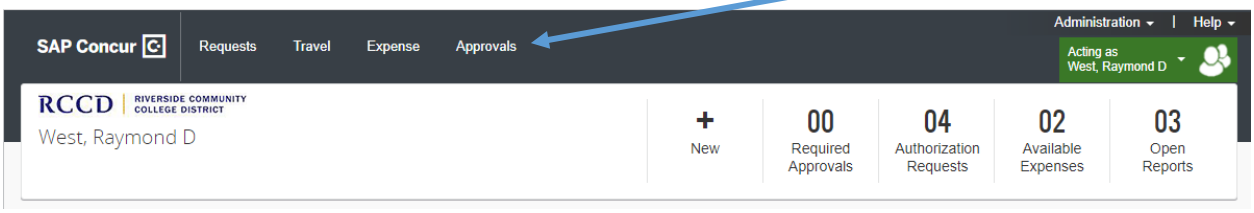
NOTE: The role of the delegate and the tasks you are asked to perform can vary from person-to-person dependent upon. For example, some administrators may wish their delegates to complete the travel request and/or expense reports on their behalf. A delegate may be asked to review incoming requests pending an administrator's approval. Those duties and your role as a delegate will need to be defined.

Section V:

Instructions for Reviewers/Approvers

The following steps apply to both individuals reviewing travel requests and expense reports as well as those approving travel requests and expense reports. Approvals are required for both travel requests and expense reimbursements. To begin, approvers will need to login to the single sign-on portal using your email address and password at go.rccd.edu.

Click on the Concur icon to launch Concur. To view pending approvals, click on the **Approvals** tab on the home page ribbon.

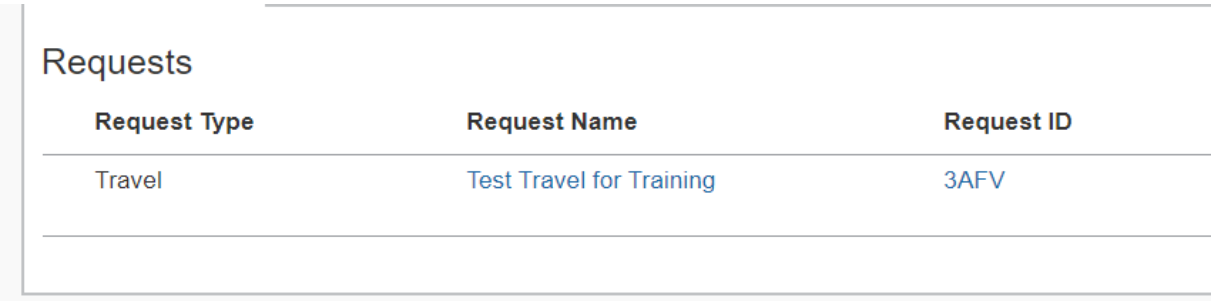


The approvals dashboard will appear. Click on either the **Request** tab or the **Expense Reports** tab to view items pending approval.

Approving a Travel Request

All employees traveling on behalf of the District are required to complete a travel request prior to travel in compliance with Board Policy/Administrative Policy 6900.

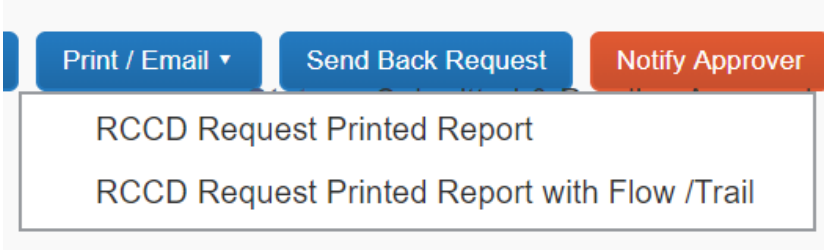
To view pending travel requests in Concur, click on the "Requests" tab and select the travel request you wish to review.



Review the following items:

- Dates of travel (personal dates of travel included?)
- Destination (out-of-state travel requires Board approval)
- Funding Source/Budget String (is this the appropriate funding source for the trip?)
- Required Documents have been attached

To view this information, click on the Print/Email icon. Next, select “RCCD Request Printed Report with Flow/Trail” from the drop-down menu.



A new window opens with a summary report that includes the traveler’s name, Request/Trip name, a summary of the total estimated expenses, the budget string to be charged, and the approver workflow.

Travel Request

Request ID : **3AFV**
Minimum Departure Date : **01/24/2020**
Approval Status : **Submitted & Pending Approval**

Request/Trip Na : **Test Travel for Training**
Request/Trip Start Date : **01/24/2020**
Request/Trip End Date : **01/31/2020**
*Request/Trip Purpose : **Conference Attendee**
*How will you book your travel? : **01. Book online - Concur Travel**
*Paid for by an outside entity? : **No**
*Traveler Type : **Staff**
*Trip Type : **Employee**
*Does this trip contain personal travel? : **No**
*Fund : **11 - UNRESTRICTED GENERAL FUND (11)**
*School : **DDB - BUSINESS OPERATIONS - RIVERSIDE (DDB)**
*Resource : **1000 - GENERAL FUND (1000)**
*Project Year : **0**
*Goal : **6729**
*Function : **0000 - CAMPUS ADMINISTRATIVE SERVICES (0000)**
*Out of State? : **No**
Main Destination City : **San Francisco (US)**
Main Destination Country : **UNITED STATES (US)**

Expenses

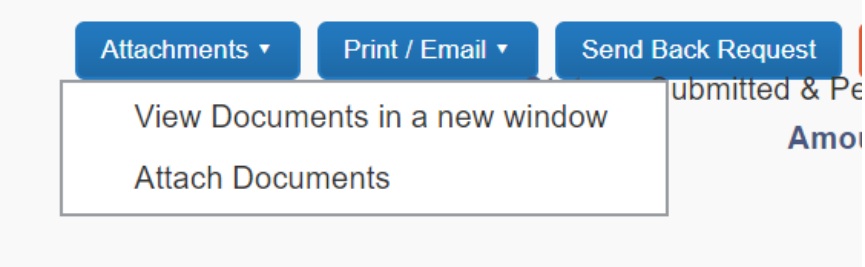
Request/Trip Start Date	Expense Type	Entry Description	Amount	Amount
01/24/2020	Airfare		$147.98	$147.98
	Allocations :	100.00% ($147.98) DDB 6729 0000 11 1000 0		
01/24/2020	Hotel		$1,085.00	$1,085.00
	Allocations :	100.00% ($1,085.00) DDB 6729 0000 11 1000 0		

Verify Attached Documents

The items noted below are the required documents to be attached to a travel request in Concur:

- Conference agenda or flyer
- Conference registration confirmation or invoice
- Documentation demonstrating how estimate of expenses were reached
    - Conference registration fee
    - Airfare estimate
    - Hotel estimate
    - Car rental estimate
    - Parking estimate
    - Uber/Lyft estimate
    - Mileage estimate (Google Map, MapQuest)

To view the attached document, click on "**Attachments**", and select "View documents in a new window":



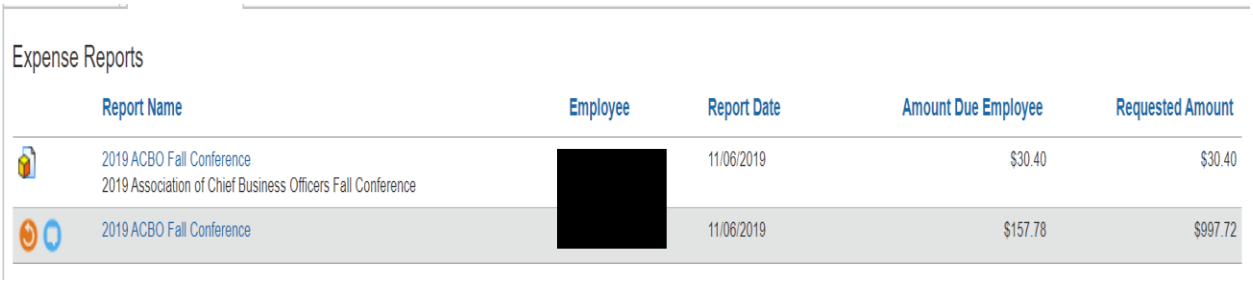
A new window will open with all of the attached documents appearing as one PDF document. Approver should scroll through to verify each expense type has a corresponding piece of backup attached.

NOTE: Only the traveler or their delegate can make changes to the travel request and resubmit for approval. If changes are needed, click "send back to user" and add comments regarding requested changes.

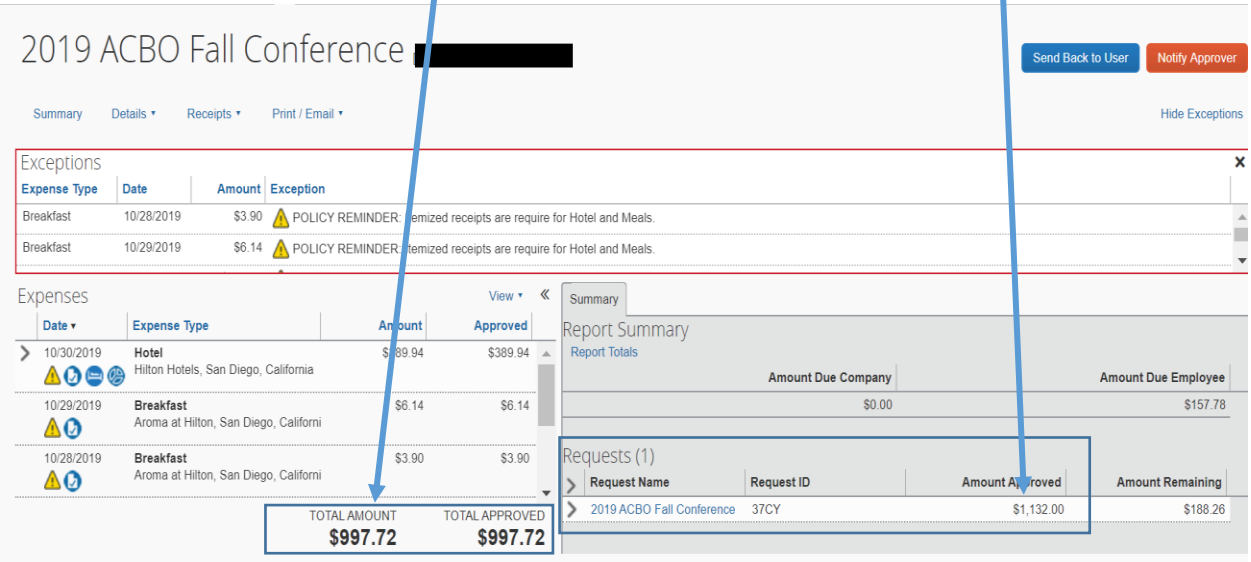
Once your review of the travel request has been completed, click “Approve”. The travel request will move to the next approver.

Approving an Expense Report

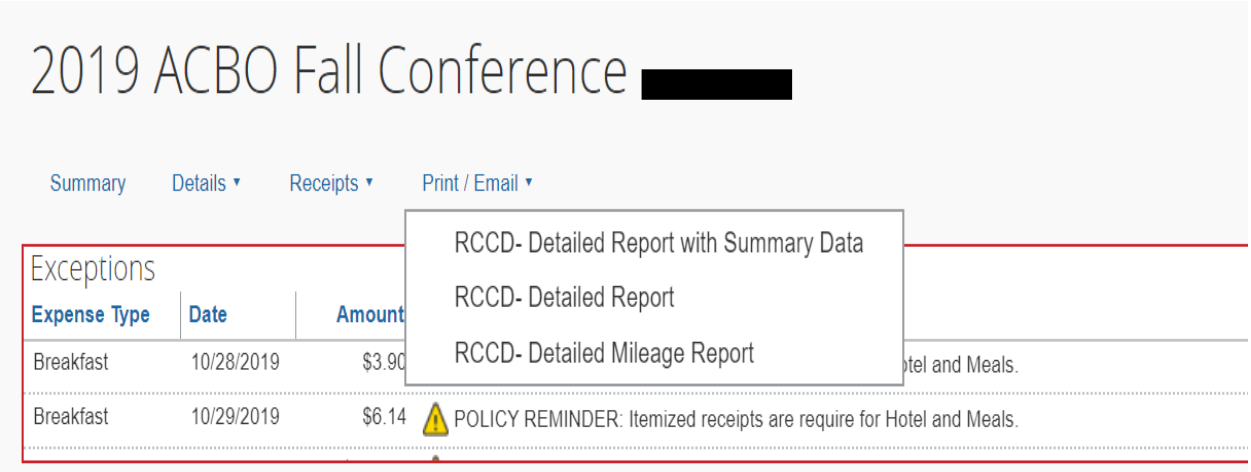
To review an expense report, click on the expense report you would like to review.



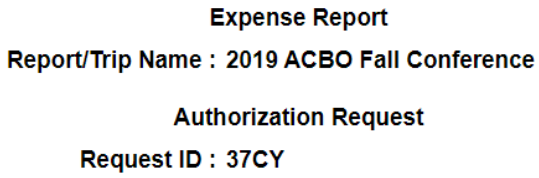
Concur will display the total actual cost of the trip on the left and the original estimated cost of the travel request on the right. If the total actual cost of the trip exceeds 10% or $200 of the original estimate, a revised travel request is required in accordance with AP 6900.



To view the total amount due to the employee and the budget string to be charged, go to Print/Email and Click on RCCD – Detailed Report with Summary Data.



A pop-up window will appear with a summary of the expense report.



Scroll through the summary to review the following:

- Confirm the budget string is correct for each expense type
- Expenses noted as “out of pocket” under payment types are amounts due back to the employee
- Expenses noted with College Card (AmEx or BoA) in the expense report are expenses which have been pre-paid with the District credit card. Airfare and car rental expenses are paid for by the Ghost card contained within the Concur system
- Concur will automatically deduct any cash advances issued

Breakfast

Transaction Date	*Report/Trip Purpose	Expense Type	Account Code 1	Additional Information	Vendor	City of Purchase	Payment Type	Amount
10/29/2019	Conference Attendee (Conference Attendee)	Breakfast	5220		Aroma at Hilton	San Diego	Out of Pocket	$6.14
	Allocations :	100.00% ($6.14) DDB-6729-0000-11-1000-0						
10/28/2019	Conference Attendee (Conference Attendee)	Breakfast	5220		Aroma at Hilton	San Diego	Out of Pocket	$3.90
	Allocations :	100.00% ($3.90) DDB-6729-0000-11-1000-0						

Conference Registration Fees/Agenda

Transaction Date	*Report/Trip Purpose	Expense Type	Account Code 1	Additional Information	Vendor	City of Purchase	Payment Type	Amount
09/05/2019	Conference Attendee (Conference Attendee)	Conference Registration Fees/Agenda	5220			Riverside	College Card (AmEx)	$450.00
	Allocations :	100.00% ($450.00) DDB-6729-0000-11-1000-0						

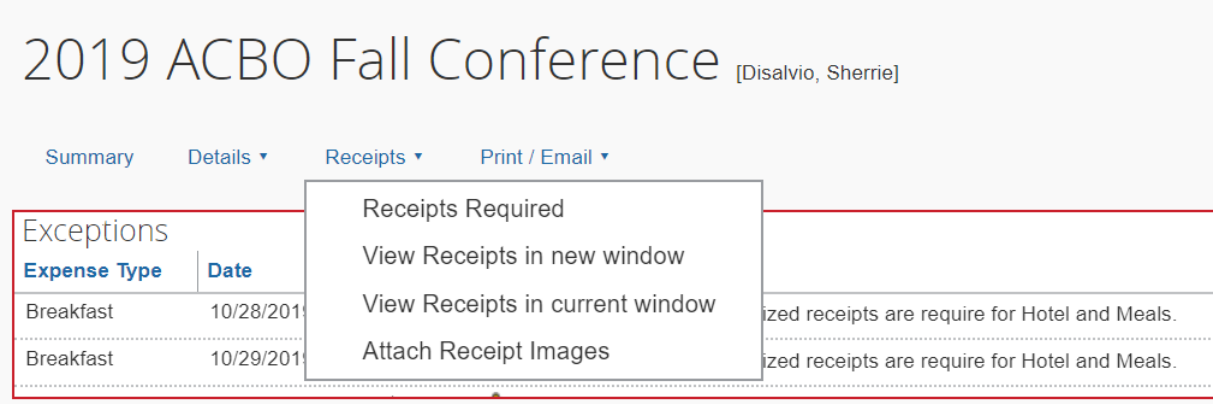
To view the total amount due to the employee, scroll down to the bottom of the summary page. This amount is noted under “Amount Due User”:

Report Total :	$997.72
Personal Expenses :	$0.00
Total Amount Claimed :	$997.72
Amount Approved :	$997.72
Company Disbursements	
Amount Due User :	$157.78
Amount Due College Card :	$0.00
Total Paid By Company :	$997.72

The summary report can either be closed or saved as a PDF if necessary.

Verifying Receipts

To verify itemized receipts are attached to the expense report, click on “Receipts” and select “View Receipts in new window”.



A pop-up window will open with all available receipts.

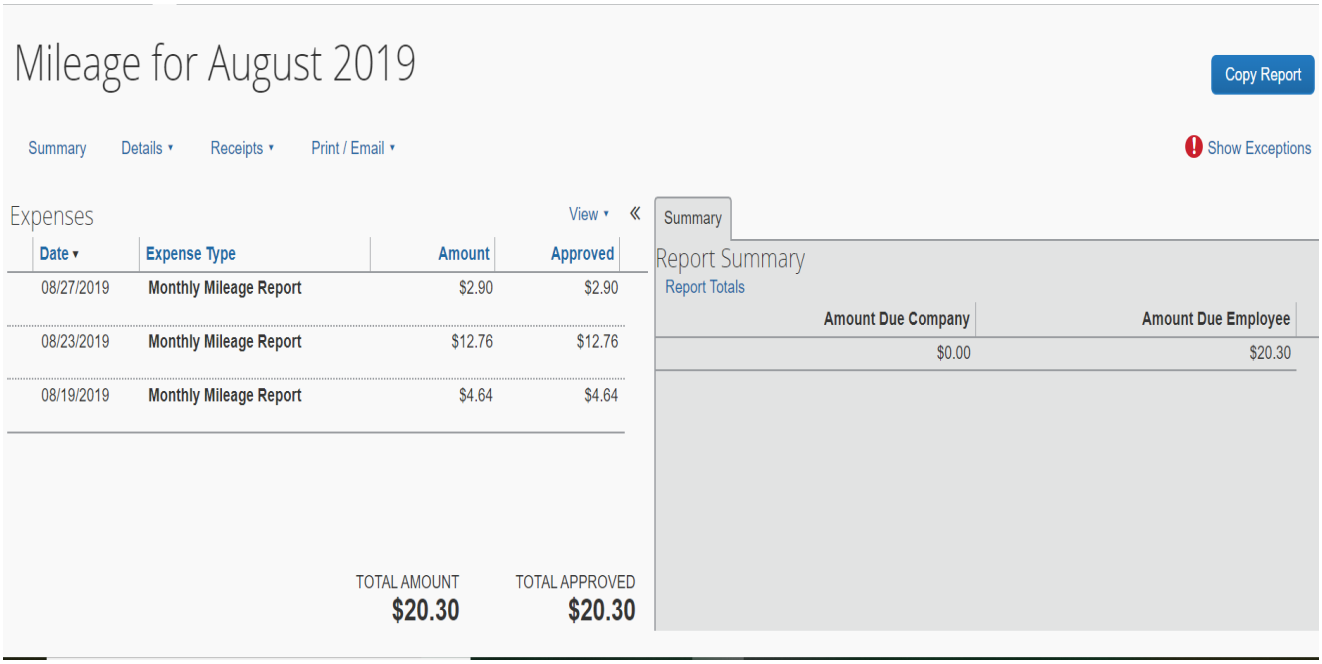
- Each expense type should have an itemized receipt attached with the exception of mileage
- Review mileage calculation is in compliance with board policy
- Verify a copy of the conference agenda is attached

Note: Approvers have the ability to attach missing receipts to any expense type but cannot make any other type of change to the expense report. Only the traveler or their delegate can make changes to the request or expense report and resubmit for approval. If changes are needed, click "send back to user" and add comments regarding requested changes.

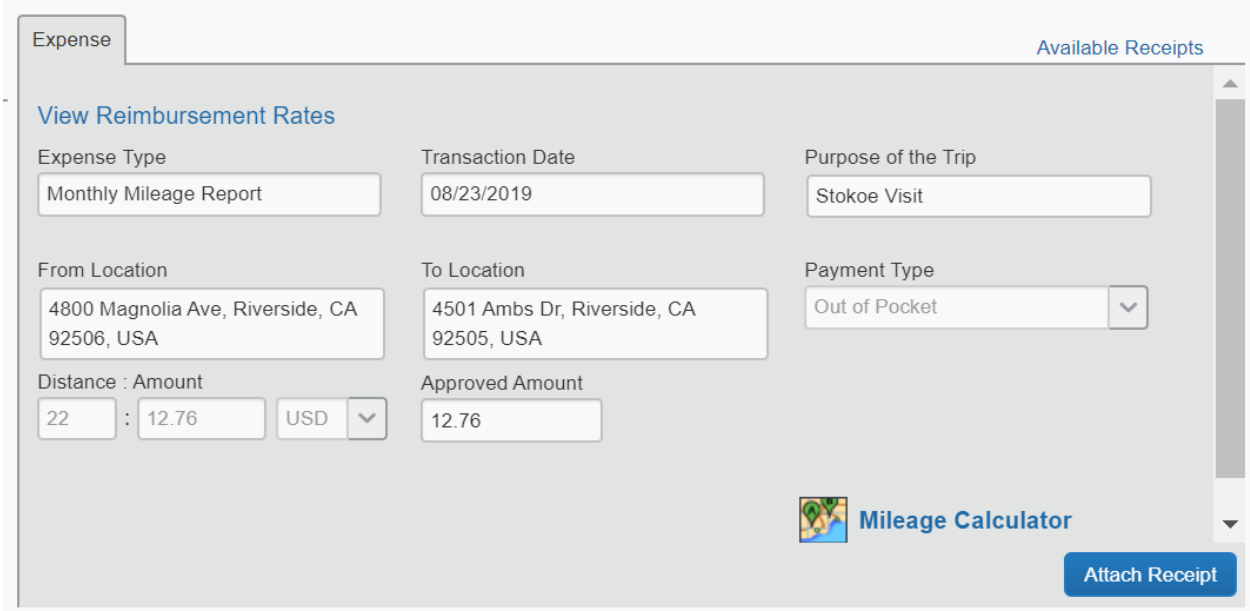
Once the expense report has been reviewed, click "**Approve Report**". Once approved, the request automatically forwards to Accounts Payable for reimbursement processing.

Approving Mileage Reports

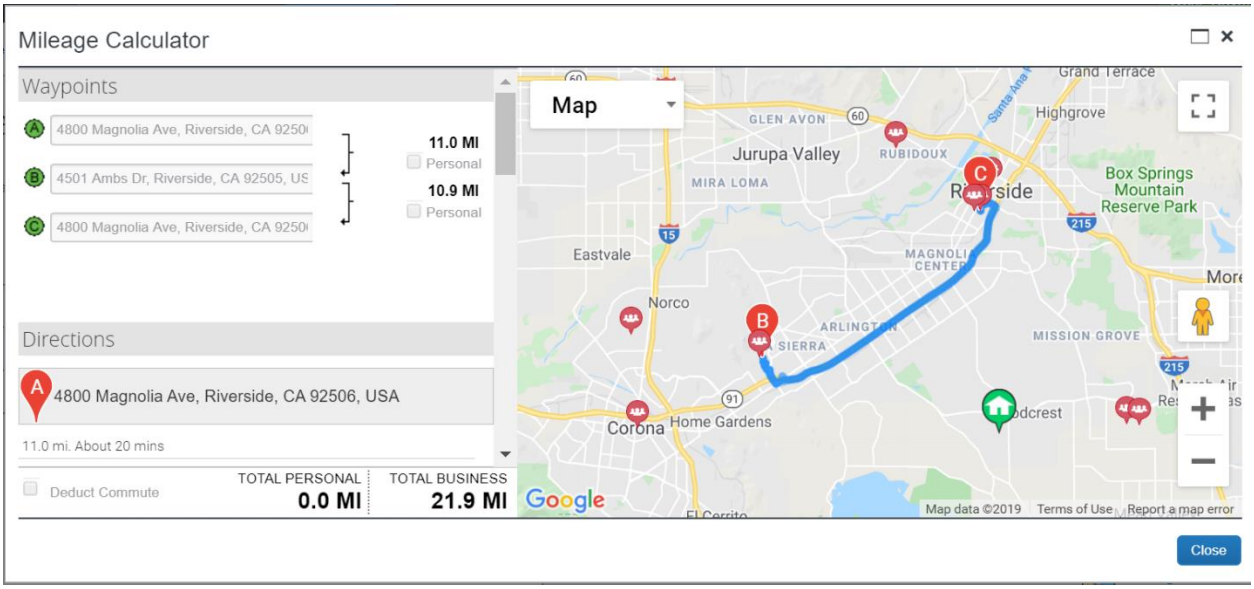
The process for reviewing monthly mileage reimbursements is similar to regular expense reports. Click on the Approvals tab at the top of your screen and select the "Expense" tab to view pending expense reports.



Click on an individual item to view details for each mileage entry. Travelers are required to use the embedded mileage calculator which will auto populate the trip mileage. The standard IRS mileage rate will be used to calculate the reimbursement rate and automatically updates each year.



View of the mileage calculator.



Once reviewed, click “Approve”.

Appendix

Appendix: Icon Legend

Exception Messages

- A yellow Warning Message typically guide user or approvers regarding policy or actions recommended and do not prevent submission of a report
- Stop Submit Exceptions will not allow the report to be submitted for approval until the issue is resolved

Icon	Name	Description
	Exception	Indicates an exception must be resolved before submission.
	Question	Indicates a question that does not prevent submission.
	Information	Indicates an exception that does not prevent submission.
	Alert	Indicates an exception that does not prevent submission.

Icon	Name	Description
	Attendees	Indicates that an expense entry has associated attendees.
	Comments	Indicated that the expense or report contains a comment.
	Trip Data	Indicates trip information from an itinerary.

	OCR Receipt	Indicates that an expense entry has an Optical Character Recognition (OCR) receipt (for example, ExpenseIt).
	Receipt Image Required	Indicates that an imaged receipt is required for this expense.

	Missing Receipt Affidavit	Indicates that a missing receipt affidavit has been attached to the expense.
	E-Receipt Available	Indicates that an e-receipt is available in Available Expenses.
	Receipt Attached	Like other expense report entries, this entry has a receipt image attached to it.