Riverside Community College District

SAP Concur

User's Guide

Summer 2021

(Version 1.3 – 7/27/21)

Table of Contents

Version and Team Members 3

Introduction 4

Accessing Concur 5

Section I: Creating your Travel Profile 10

Section II: Instructions for Travelers

Estimating Expenses using the Cal Travel Store 24
Creating a Travel Request 27
Submitting for Approval 38
Contacting Purchasing for Payments 40
Completing the Booking Process 41
Delete/Cancel/Recalling/Closing Requests 47

Section III: AMEX GO Card

Downloading the card 50
Viewing the card 52

Section IV: Creating your Expense Reports

Creating your Expense Report 55

Section V: Instructions for Delegates

Assigning a Delegate 70
Acting as a Delegate 71

Section VI: Instructions for Reviewers/Approvers

Approving Travel Requests 74
Approving Expense Reports 77
Approving Mileage Reports 80

Appendix

Icon Legend 82

Version and Team Members

Version 1.3
Published 7/27/2021

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.

Moreno Valley College: Laurie Crouse, MaryAnn Doherty, Susan Lauda, Sharlena Segura

Norco College: Esmeralda Abejar, Misty Cheatham, Leonard Riley

Riverside City College: Jennifer Bielman, Natalie Halsell, Liz Tatum

District Office: Majd Askar, Rene Balingit, Paula Barrera, William Chang, Gabriela Estrada Toro, Adrienne Fisher, John Geraghty, Melissa Griffith, Sandra Gutierrez, Philip Muljana, Aprilyn Tulod, Mireya Vargas

Outside Consultants:

- Gilda Izad-Panahi (Huron Consulting Group)
- Erica Ashburn (CA Department of General Services) - State-wide Travel Program
- Alissa Navarro (CA Department of General Services) - State-wide Travel Program
- Kelly Bouchard (CA Department of General Services) - State-wide Travel Program Travel Store

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	Melinda Chavez Melissa Griffith Aprilyn 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
Norco College	Esmeralda Abejar	Esmeralda.Abejar@norcocollege.edu	(951) 372 - 7075	Lenny Riley
Riverside City College	Liz Tatum	Liz.Tatum@rcc.edu	(951) 222 - 8012	Jennifer Bielman Natalie Halsell

Accessing Concur

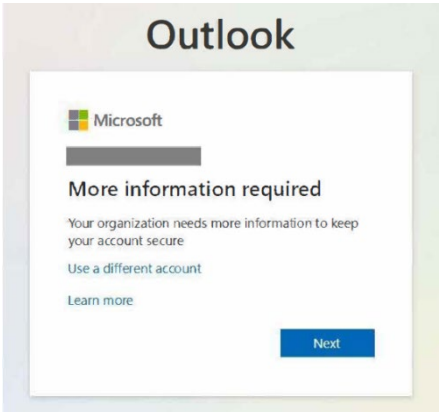
Employees can access Concur at any time through the District's Single Sign-on (SSO) Portal. To find the single sign-on portal open a web browser and go to myapplications.microsoft.com.

Once there, enter the same username and password you use to login to your computer and/or access your RCCD email. If this is the first time you are logging into the single sign-on portal, you will need to use a Multi-Factor Authentication (MFA) to verify your identity.

You'll need your cell phone and computer during the process.

(If you encounter technical issues, please contact the District Helpdesk (951) 222-8388 I Hours: Mon-Fri 7AM-SPM)

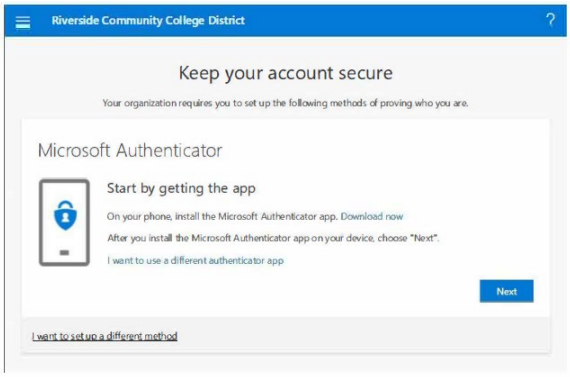
After your account has been enabled for MFA, this message will display when you sign-in to Outlook on your computer:



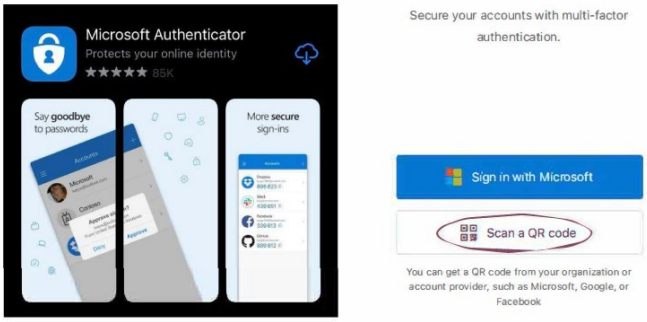
To proceed with the MFA initial process, you may attempt either one of two methods as follows.

Method 1: Microsoft Authenticator (Recommended MFA method)

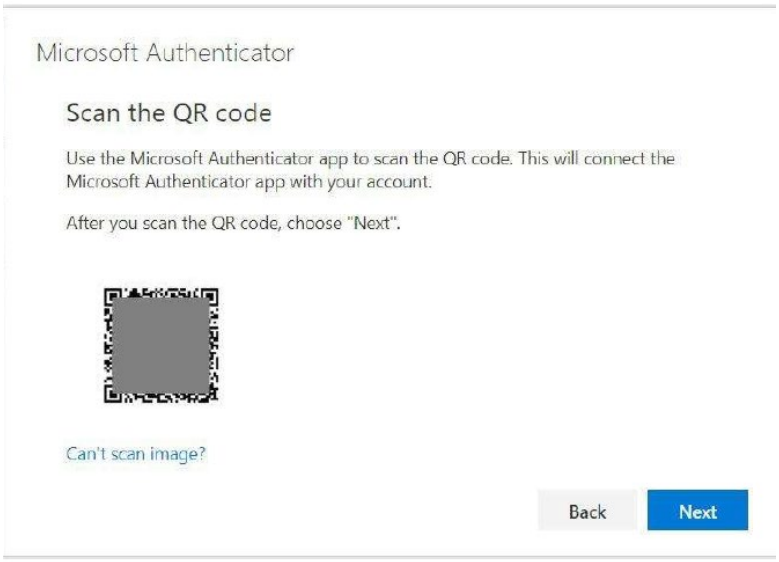
1. Read then click Next. (If you do not want to download the app to your phone or encounter issues with this method, go to Method 2: SMS/Text section.)



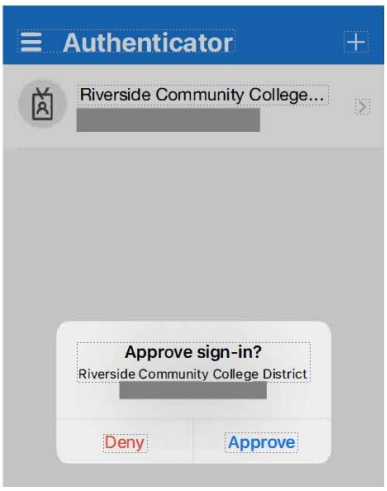
2. On your cell phone, download then open the Microsoft Authenticator app. Choose *Scan a QR code* option. (Do not sign-in with Microsoft on your cell phone.)



3. Scan the QR Code that is displayed on your computer:

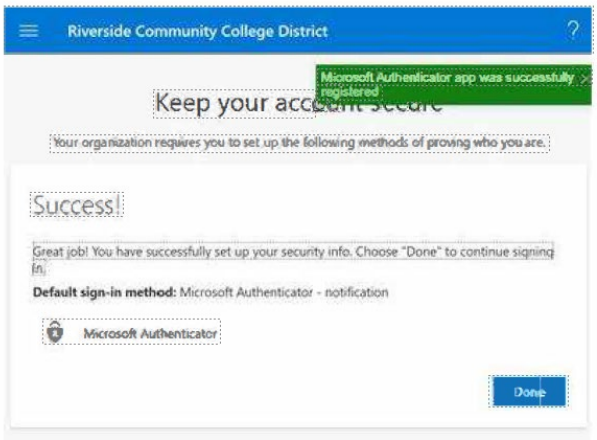


4. The app on your phone will ask you to Approve/Deny the request. Choose "Approve":



5. Click "Next" on your computer screen:

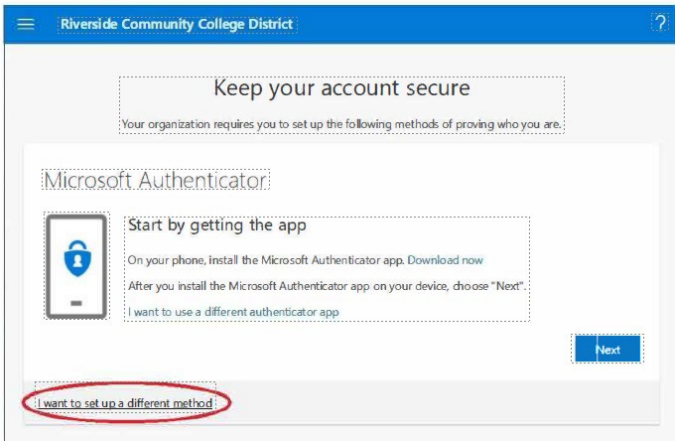
6. Click "Next'' once again and then click "Done".



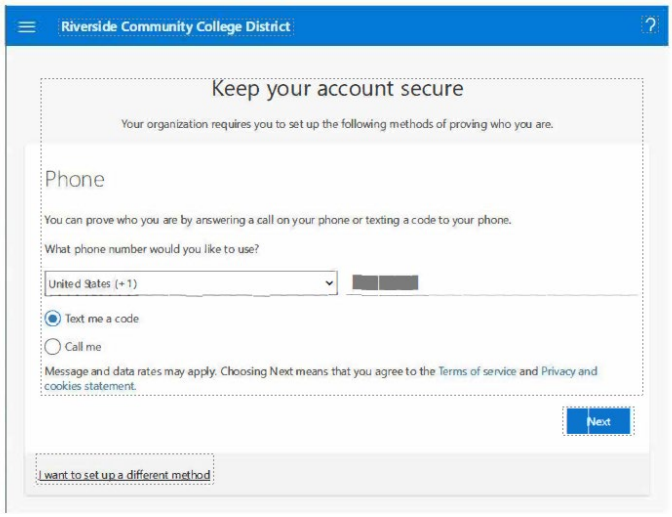
You're all set for MFA using Microsoft Authenticator method. The next time you login to Outlook, you'll be prompted to Approve/Deny your sign-in via the authenticator app on your cell phone. You might also need to sign-out of existing apps/devices and sign-in again using MFA.

Method 2: SMS/Text

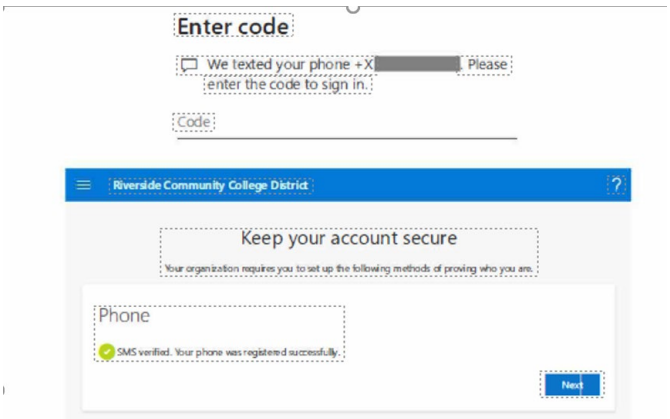
1. If you want to use SMS/Text as the authentication method, choose "I want to set up a different method".

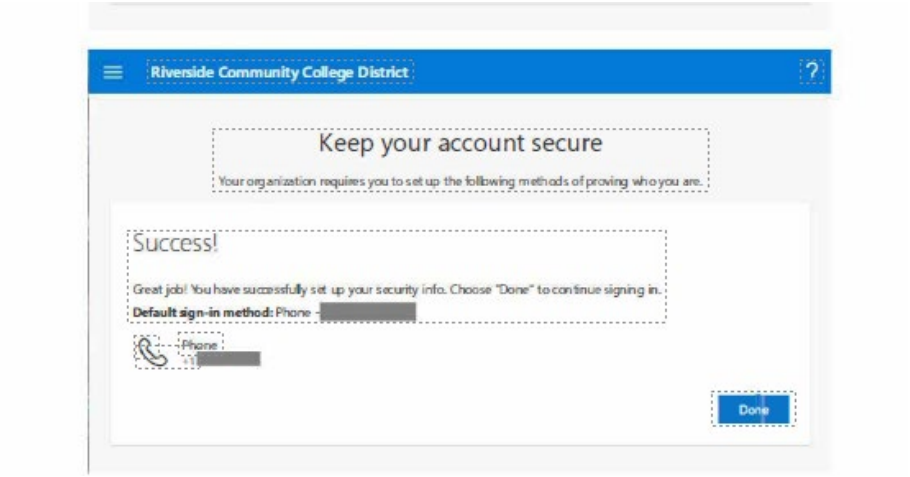


2. Enter your 9-digit cell phone number, then click "Next":



3. You'll receive a text message with a 6-digit code. Enter that code on your computer.





You're all set for MFA using SMS/Text method. The next time you login to Outlook, you'll be prompted to verify your sign-in via this method. You might also need to sign-out of existing apps/devices and sign-in again using MFA.

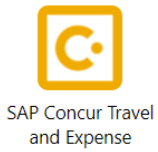
Once you've successfully sign on, click on the SAP Concur Icon to launch the application:

Section I:

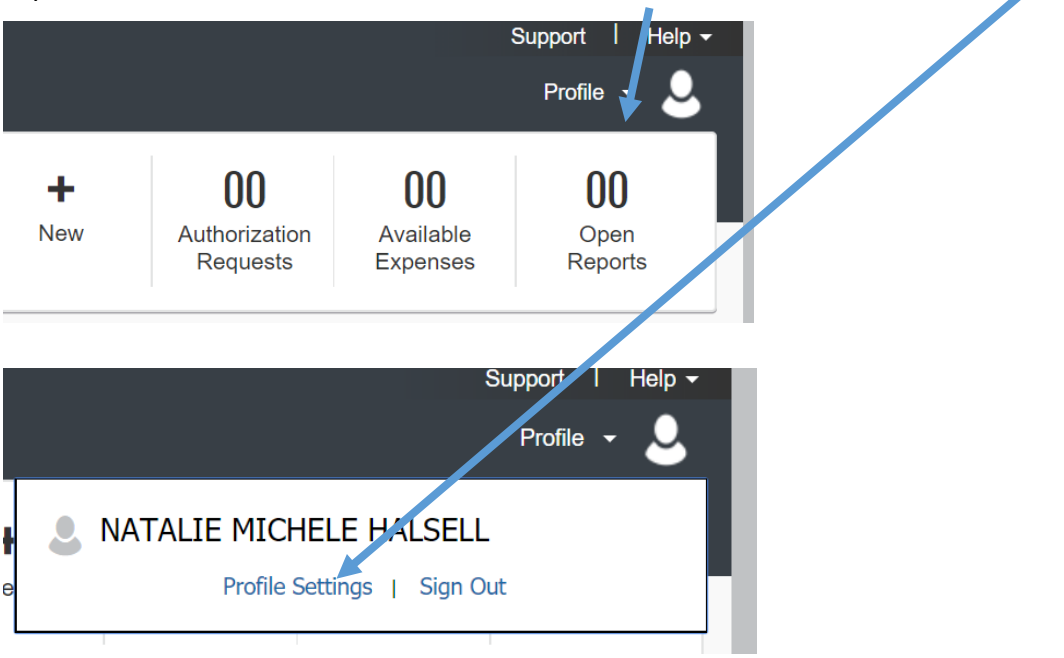
Creating your Travel Profile

Creating your travel profile

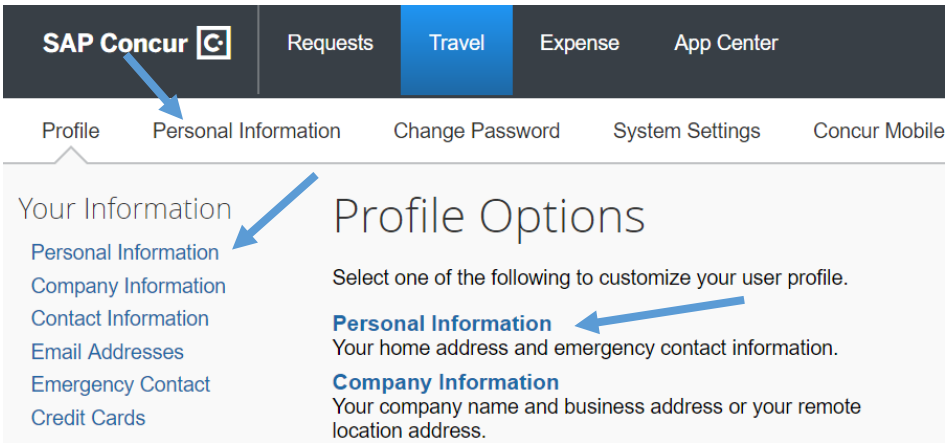
Login to the single sign-on portal and launch Concur by clicking on the icon:



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.

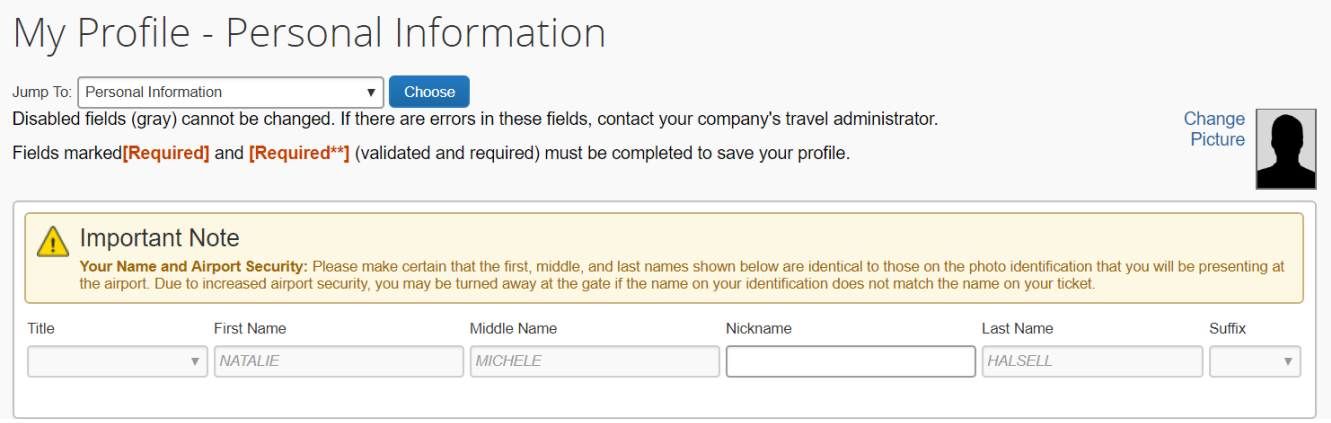


This brings you to the Profile page. There are several sections of the Profile page, and various links to access them.



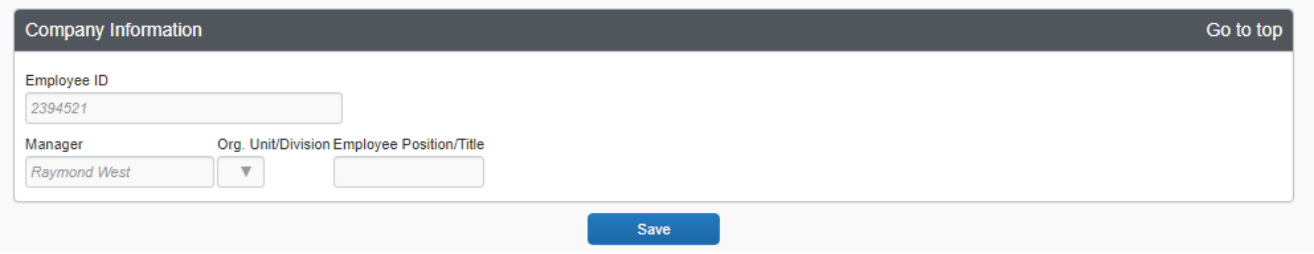
Begin with the **"Personal Information Section".**

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.

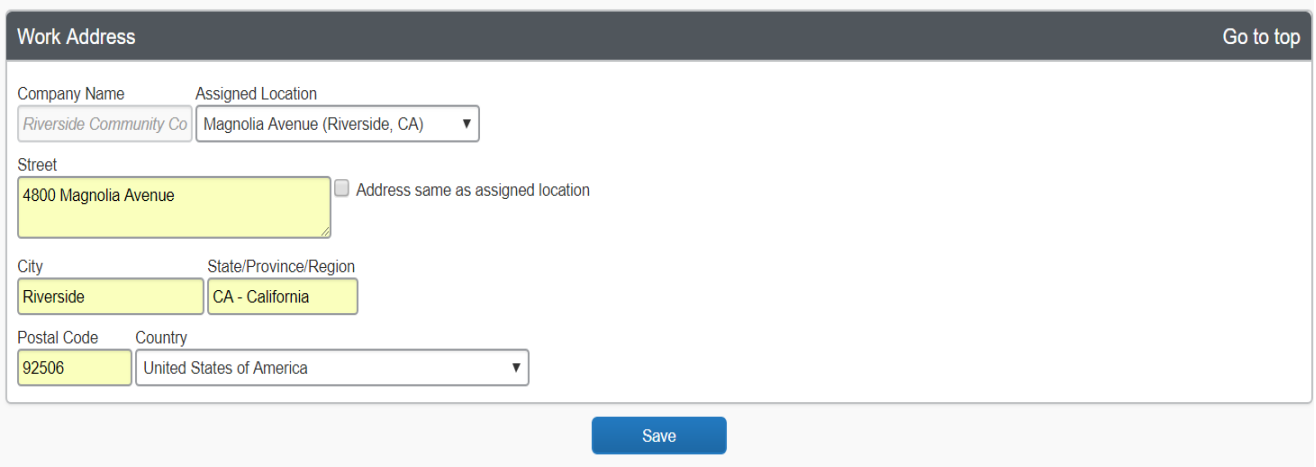


Company Information

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.

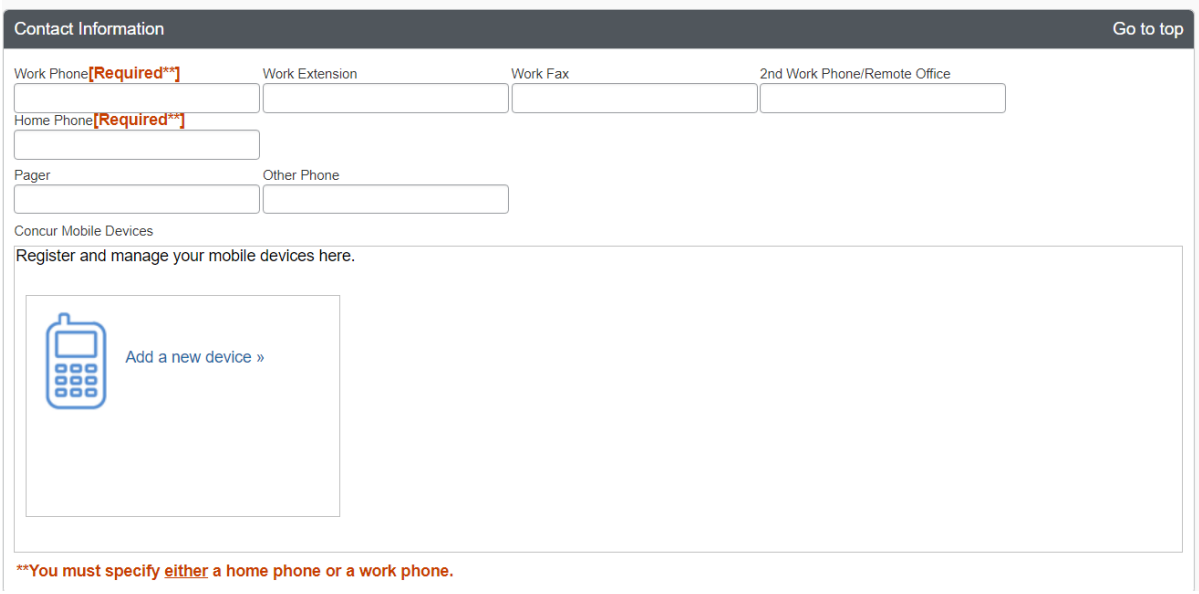


You may notice there are "save" buttons at the bottom of each section. You may save each section as you move along, however, you will not be able to create a travel request and begin using the system until all required fields have been completed.

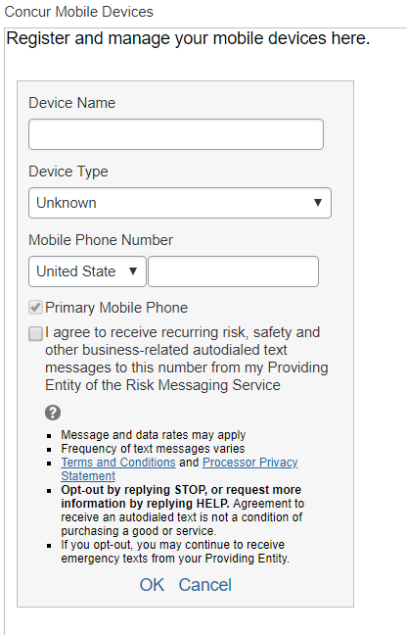
Next, you may choose to enter your home address; however, this is <u>not</u> a required field.

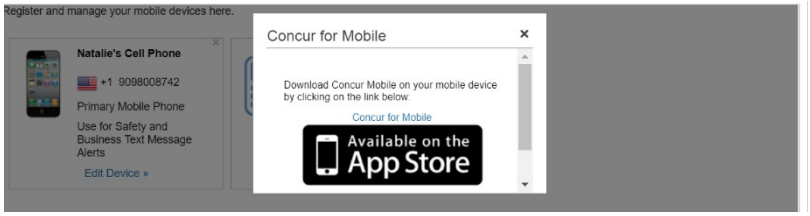
Contact Information/Mobile Phone Registration

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. This will also allow the District office to issue you an AMEX GO Card to be able to pay for travel related expenses. To register your mobile device, click on "Add a new device"



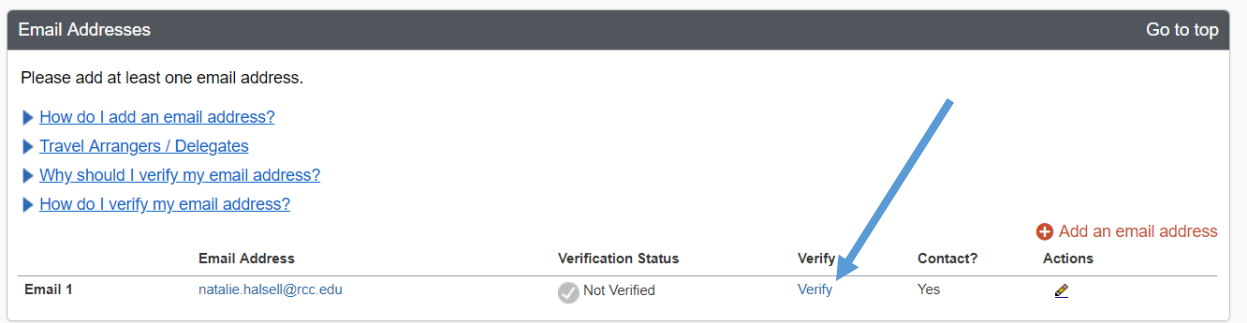
Choose a device name such as "{Your name}'s cell phone". Next, choose your device type (i.e. iPhone, Android, etc.), and enter your cell phone number. Read and click to agree to the risk messaging statement then click "Ok". Depending on your device type, you will receive a message to download the Concur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



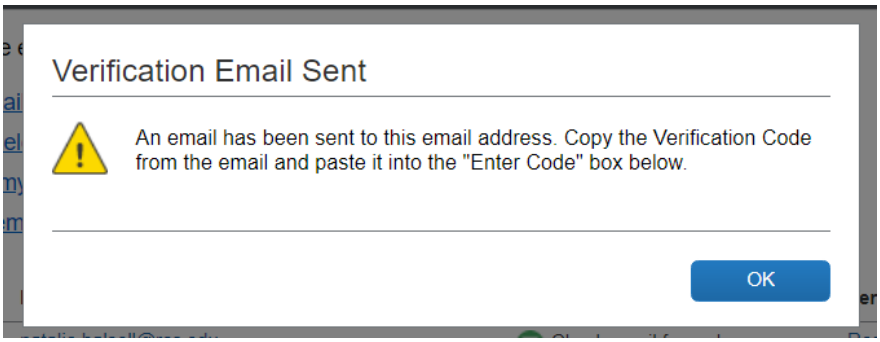


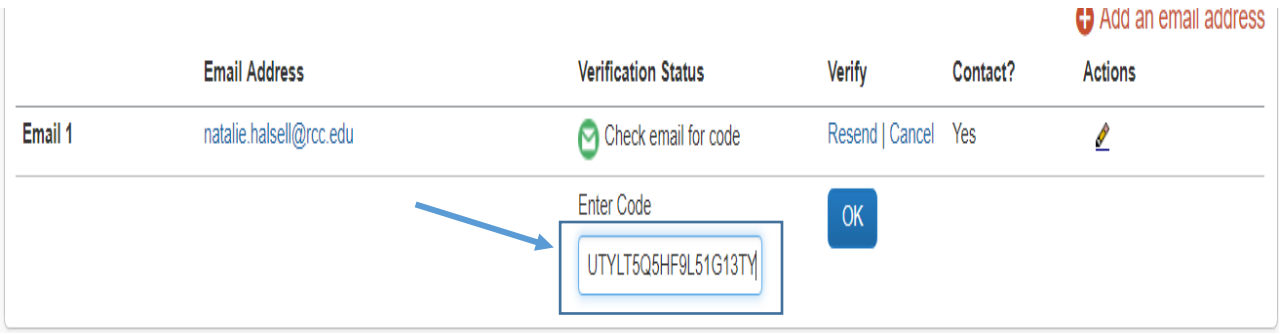
Email Verification

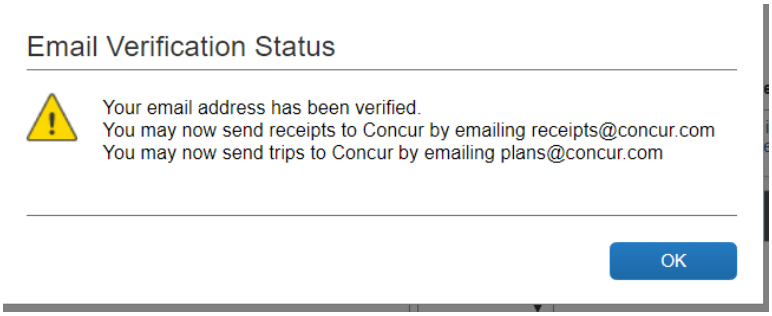
Next, you will need to verify your email address. First, check to see that the pre-populated email address is correct. Then, click on the "verify" link.



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



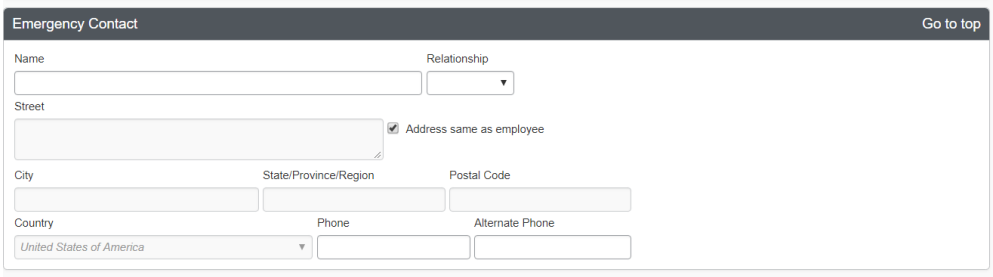




You will receive this dialog box informing you the verification process has been successful.

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.



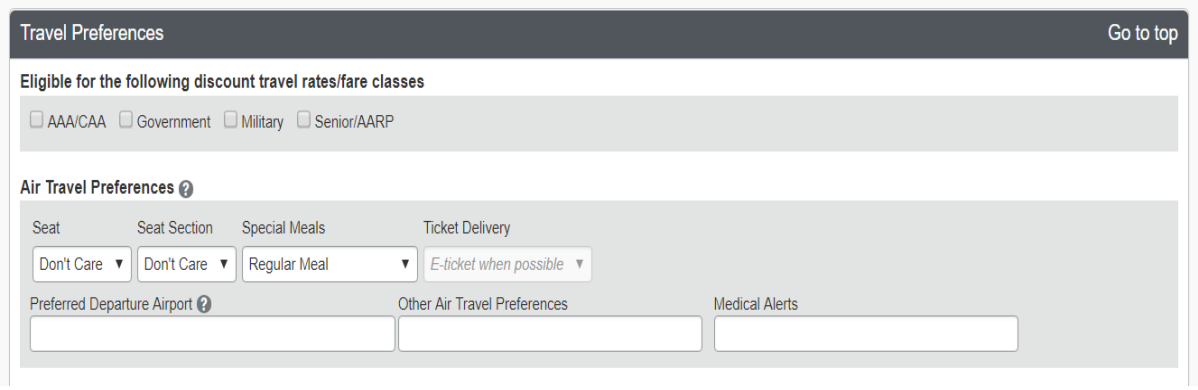
Travel Preferences

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.

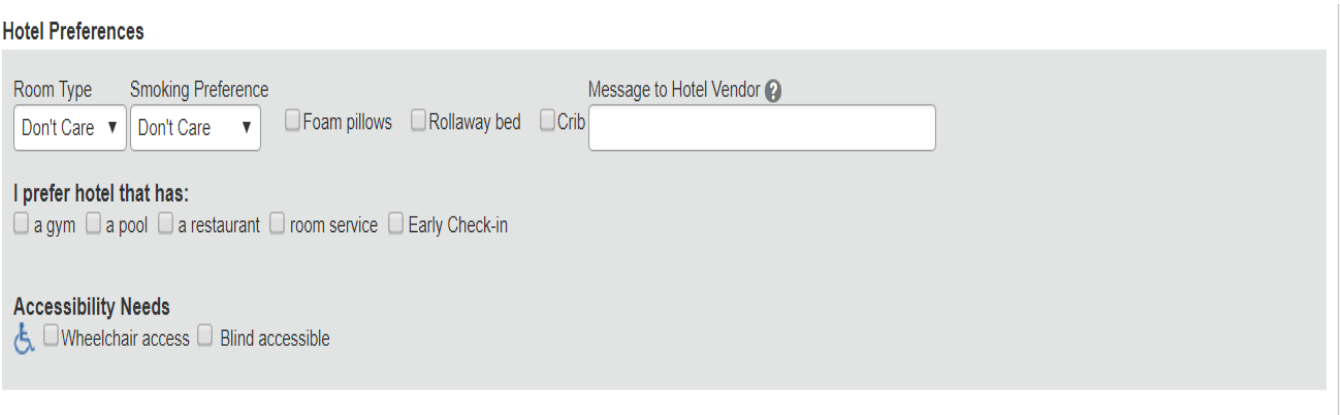
Air Travel Preferences

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 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.



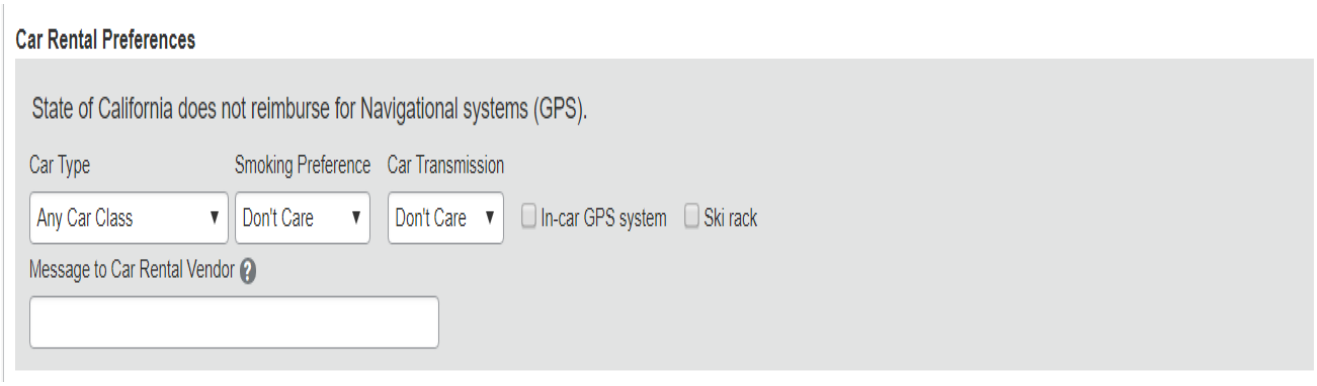
Hotel Preferences

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



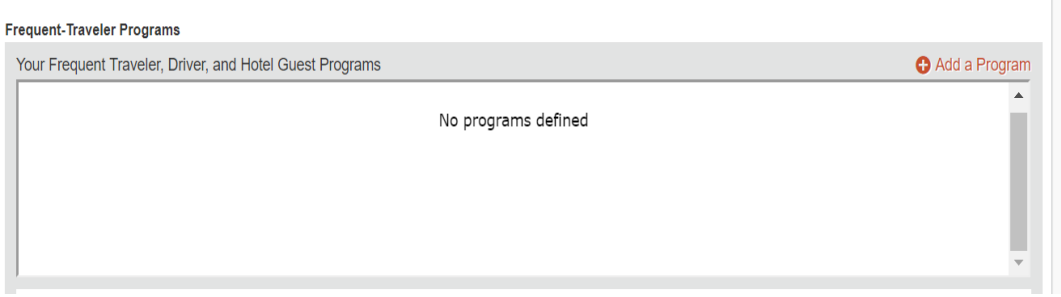
Car Rental Preferences

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).

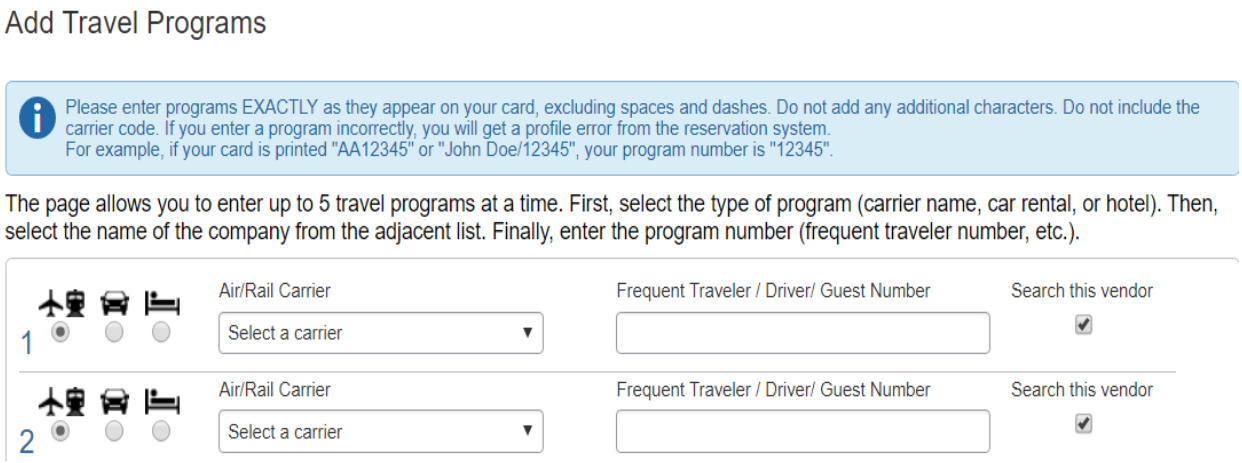


Frequent Traveler Program Information

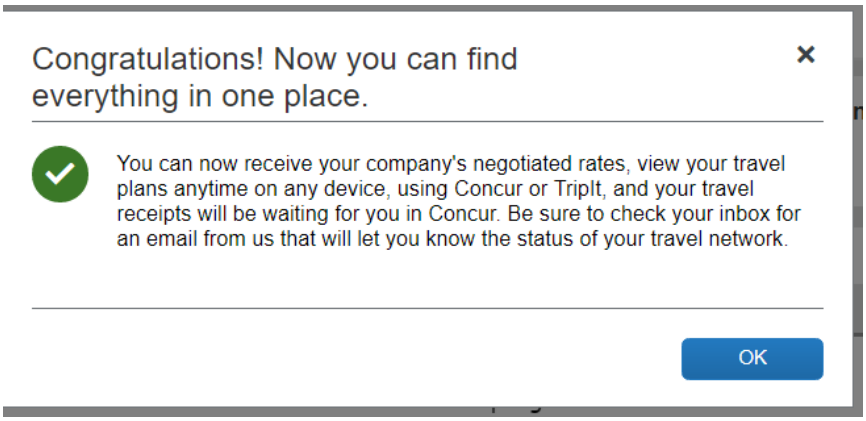
This section allows you to retain your frequent traveler benefits for personal use. You can also add any reward programs.



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.

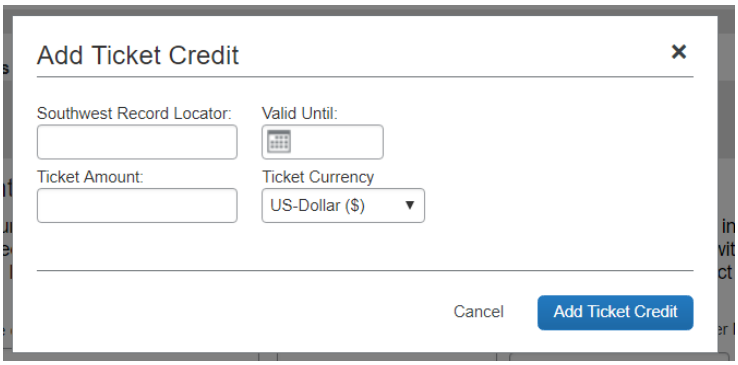


To create a travel network and allow Concur to share information with travel partners, such as TripIt, read the terms and conditions provided at the link and click “I Agree”. You can un-enroll at any time.



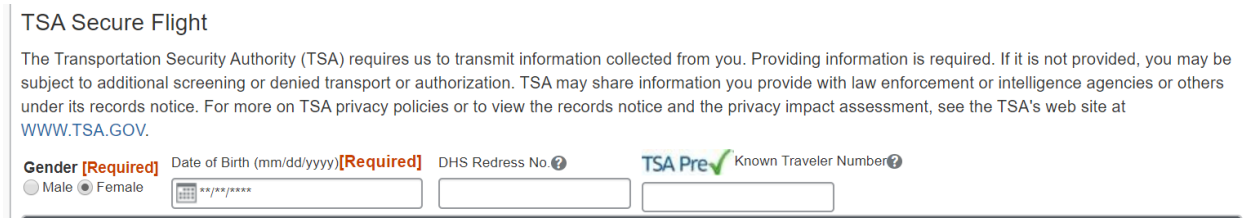
Unused Tickets

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.

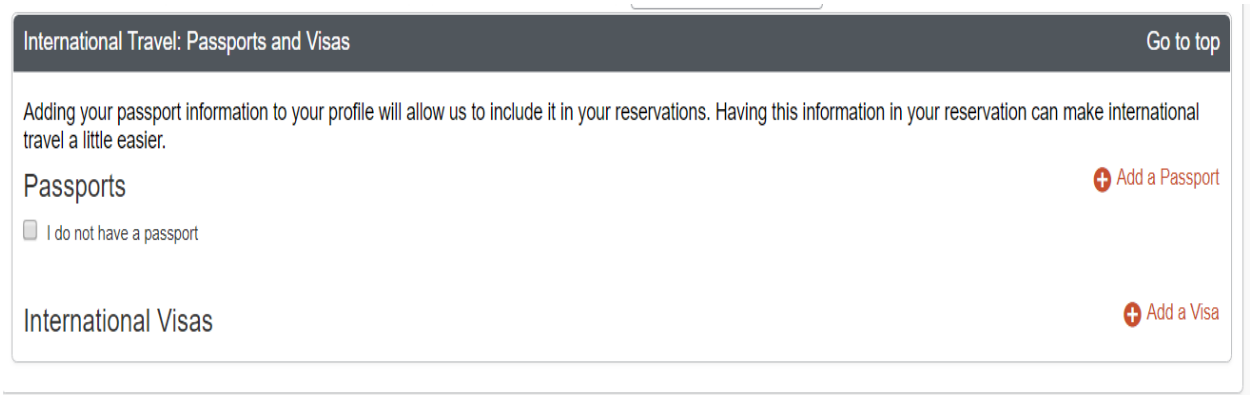


TSA Secure Flight Information

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

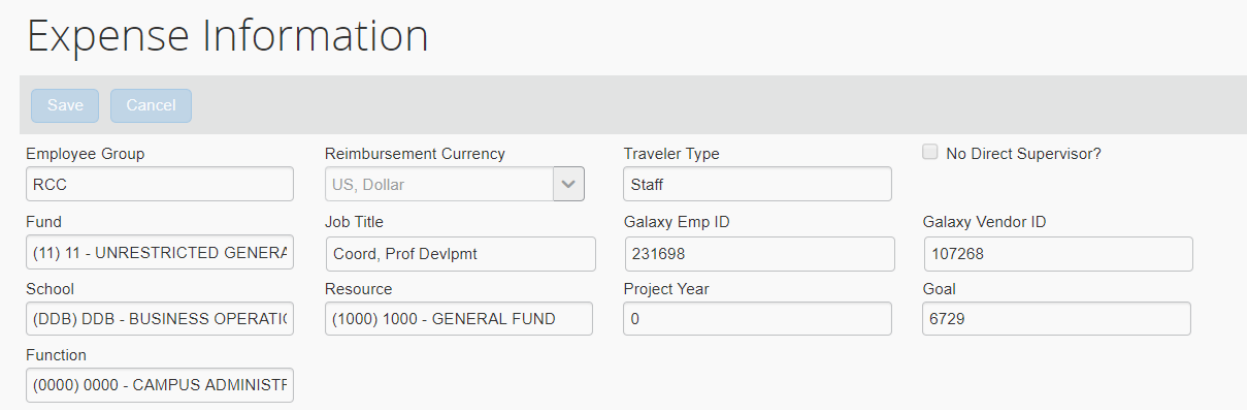
Do **NOT** enter personal credit card information.

Saving Profile Changes

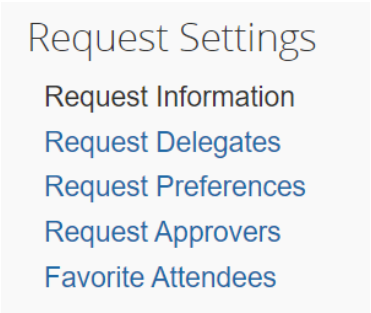
Once your entire profile has been completed, click any of the "save" buttons visible. If an error occurs, a pop-up message will inform you of any needed corrections. Correct the errors and click "save" again. Once the profile is saved, a message will appear on the upper right-hand portion of the screen.

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

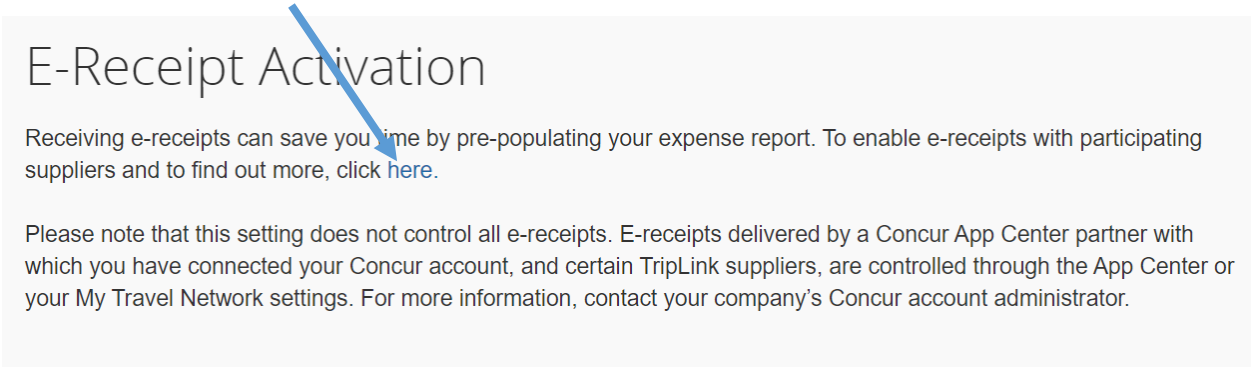
under “Request Settings”. To view and verify your Galaxy Employee ID, Galaxy Vendor ID, and default budget string, click on “Expense Information” under “Expense Settings”.

Other Settings

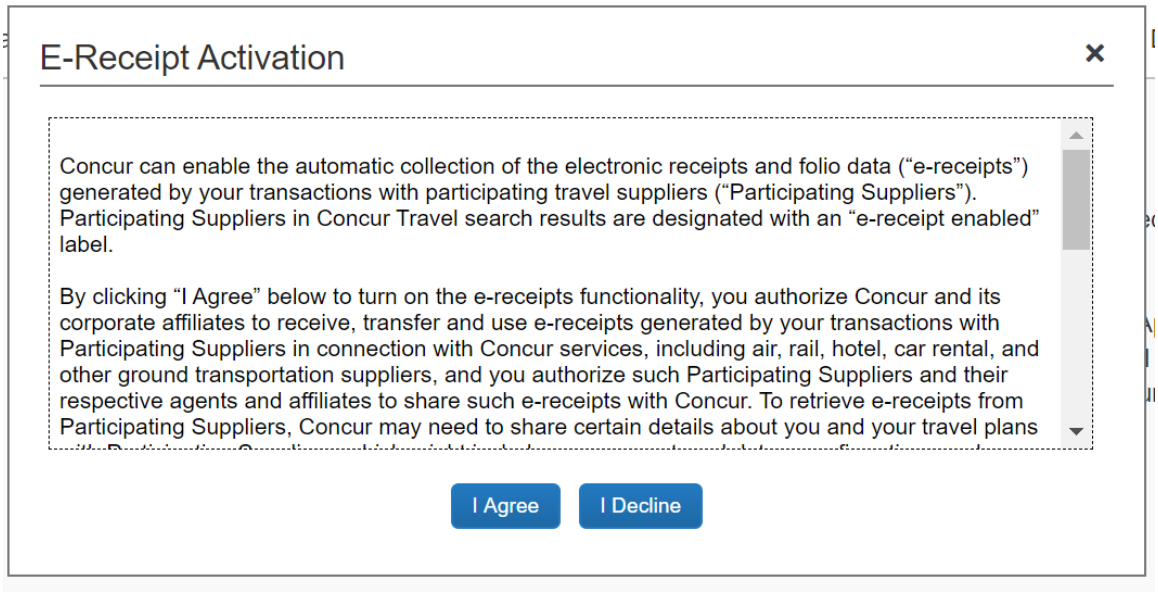
Last, you will want to activate E-Receipts, which are complete electronic versions of the paper folio receipts traditionally delivered to travelers. Concur automatically captures this data and makes it available to you when preparing your expense reimbursements.

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

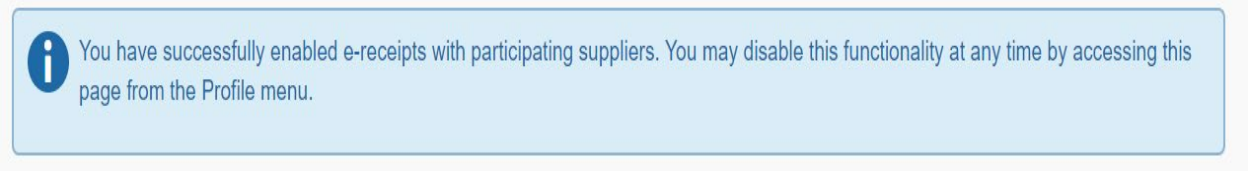
Click on the “click here” link



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.

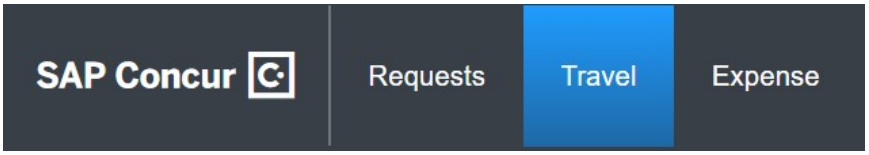


Section II:
Instructions for Travelers

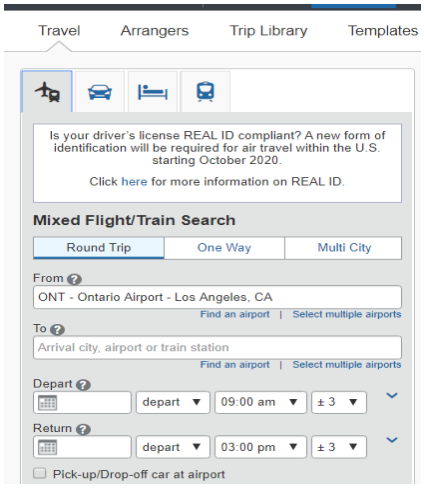
Estimating Expenses Using the Cal Travel Store

If you plan on using the Cal Travel Store for your airfare, hotel, car rental, or transit, you are encouraged to estimate the 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".



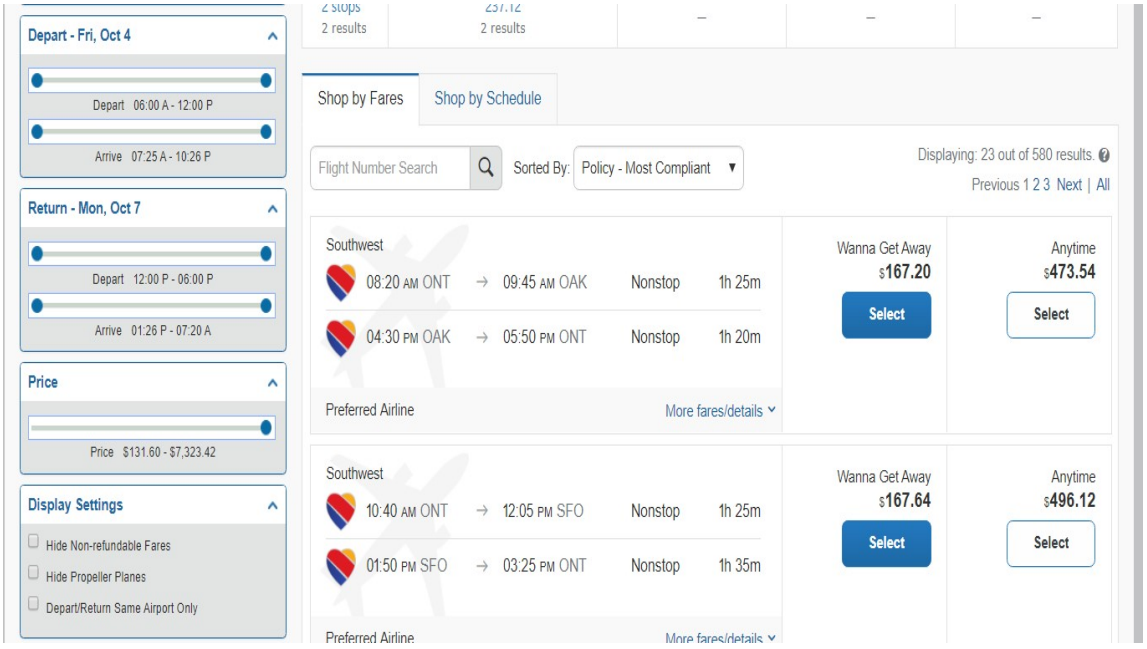
Estimating Air Travel Expenses



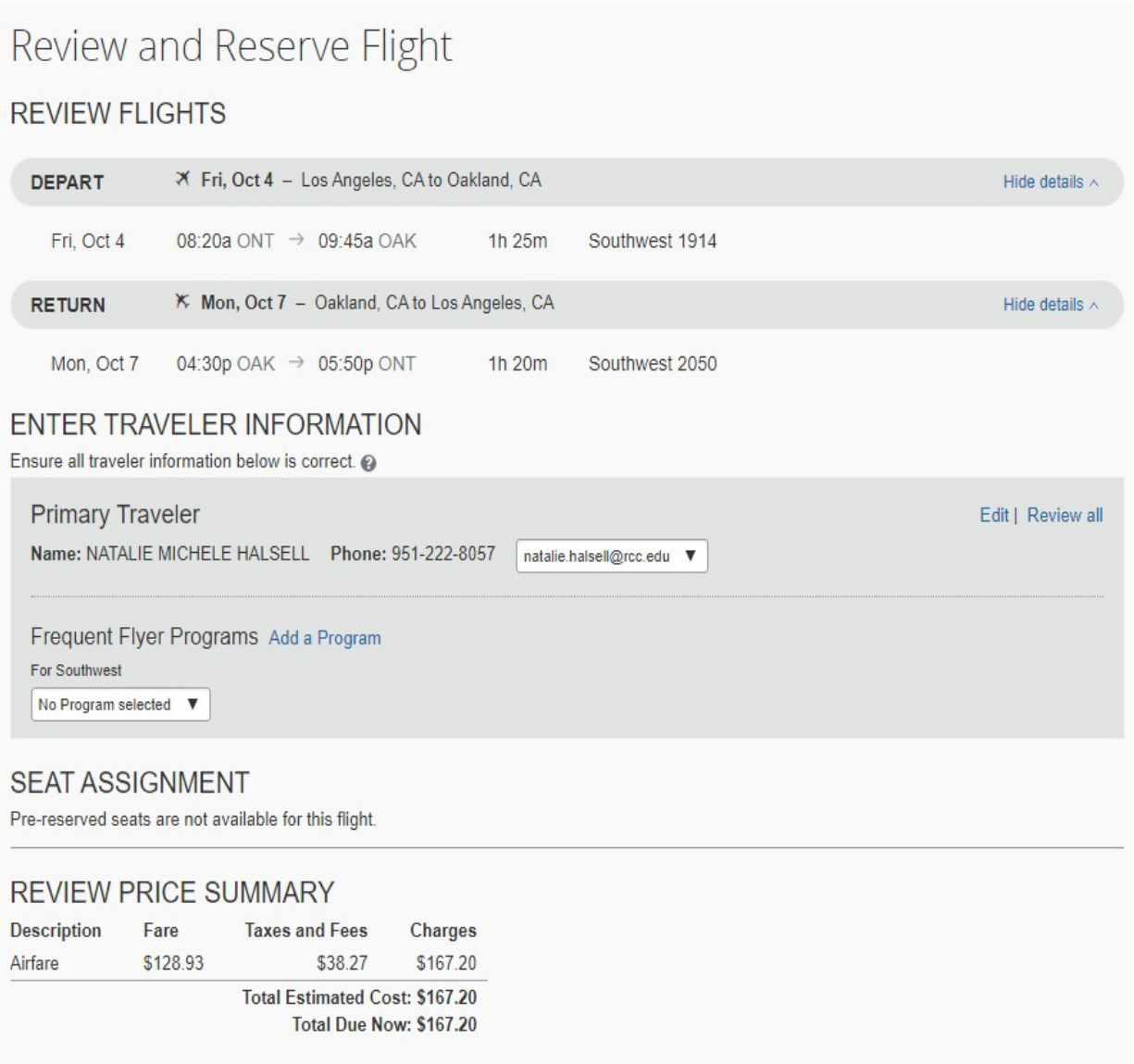
On the left-hand side of the screen, you can begin your search for airfares by completing the fields provided. Your departure airport of choice will be automatically populated based on your profile settings but can also be manually changed.

Complete the fields and click "search"

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



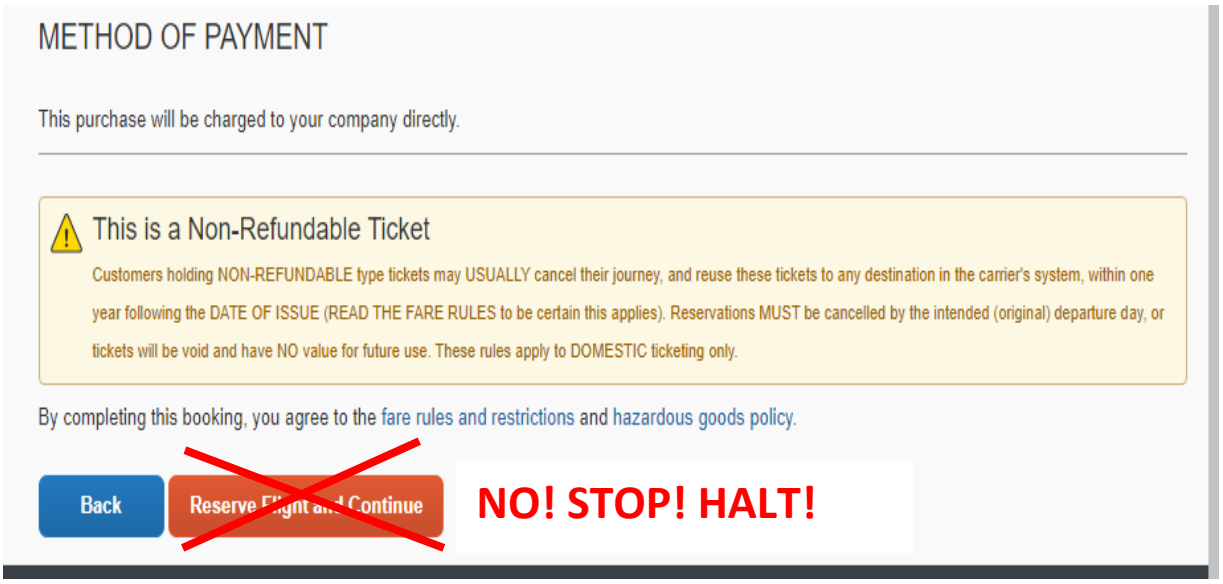
Select the fare which best meets your departure/arrival time needs. The next screen will display the flight numbers and flight summary for the trip.



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.

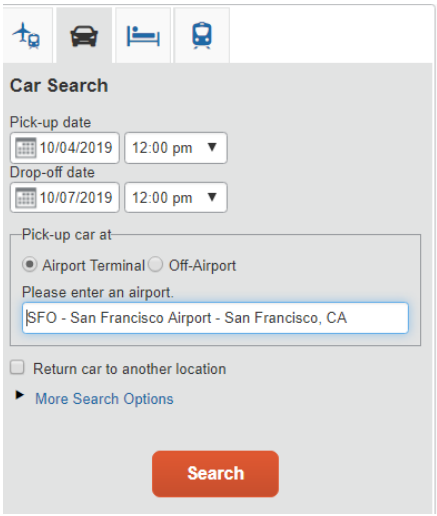
DO NOT click on Reserve Flight and Continue! Travel requests must be fully approved priorto booking.

.



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

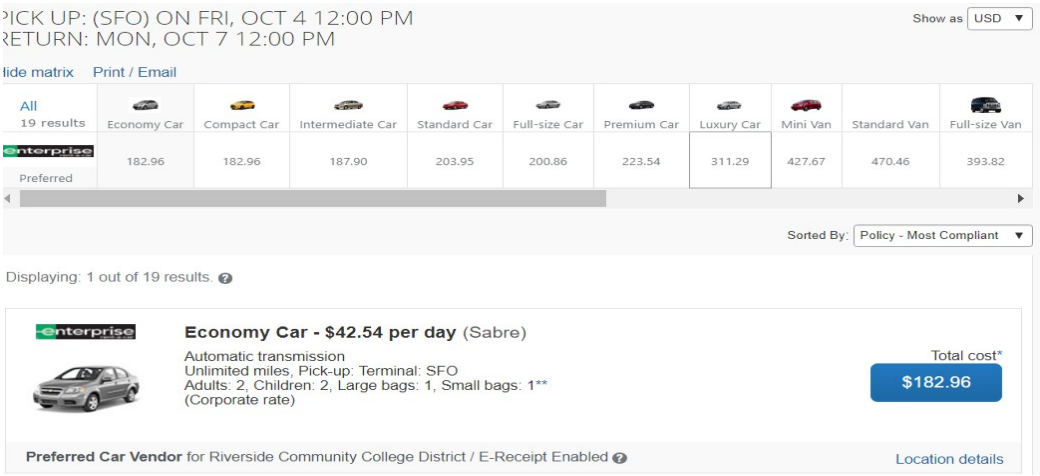


To obtain an estimate of car rental expenses, click on the car icon and complete the required fields.

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.

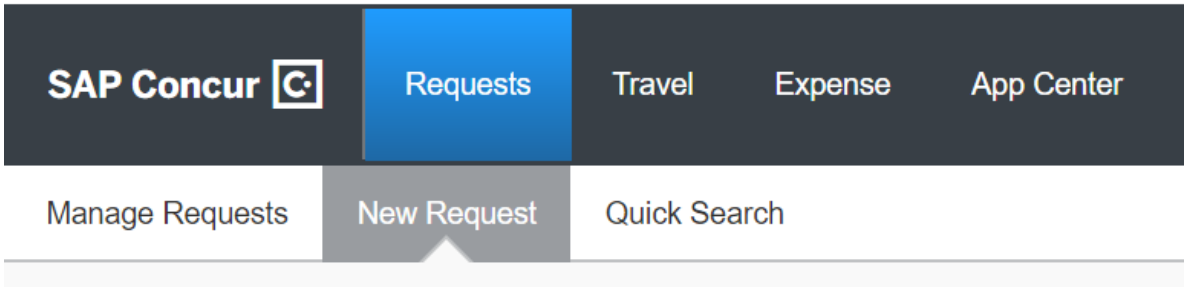


Continue to follow the steps above to estimate remaining trip components (hotel, train) as needed.

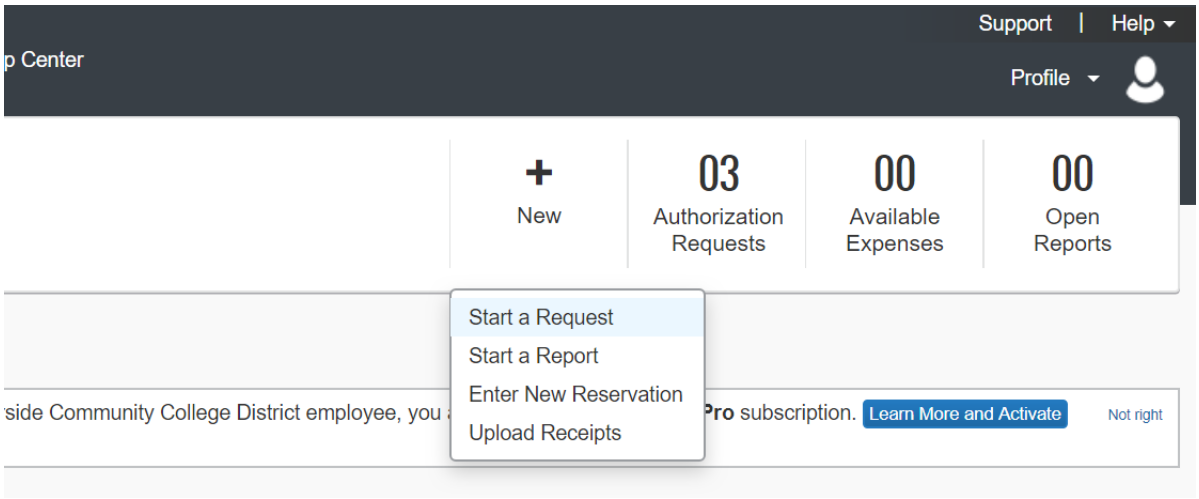
You're all set! Now that you've estimated expenses, you are ready to begin entering your travel request.

Creating a Travel Request

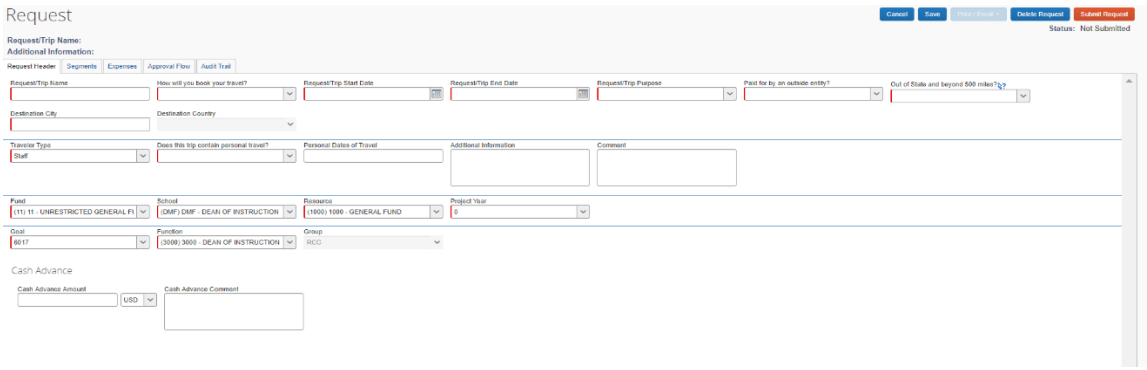
There are two ways to begin a new Travel Request. Click on **Requests >** then **New Request** at the top left-hand side of the screen:



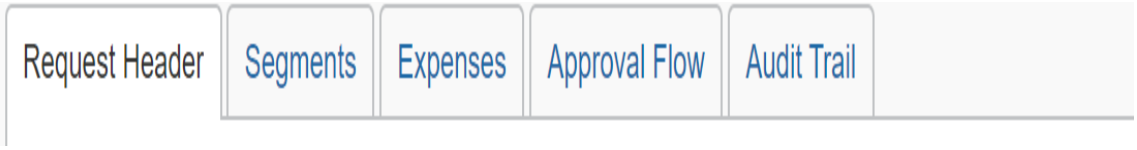
OR from the Home Page, click "+ New" then select "Start a Request":



A blank request will appear:



There are five tabs to each travel request: Request Header, Segments, Expenses, Approval Flow, and Audit Trail.



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

Segments – The segments tab is used if you selected "Book online – Concur Travel" or "Book with Agent – Cal Travel Store" on the report header. Segments should only be completed if you are planning to book all or some your travel arrangements through the Cal Travel Store.

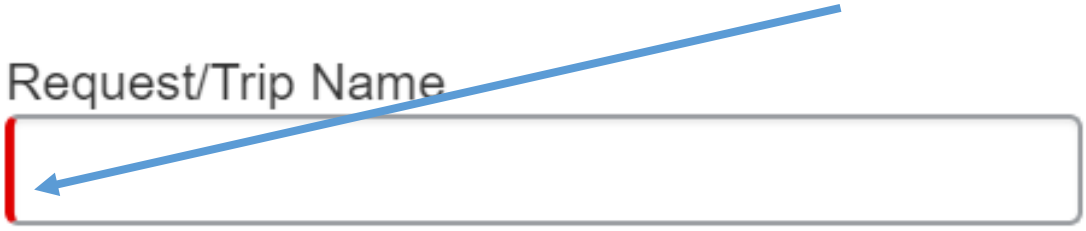
Expenses – Use this section to note information regarding all anticipated trip expenses such as registration, meals, mileage, hotel, parking, and other travel expenses as well as any travel expenses booked outside of Concur.

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 Tab

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 yourtravel after the travel request is fully approved.

2. Book with Agent: Cal Travel Agent – Select this option if you will be contacting theCal 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 makingall 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 detailsabout 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.

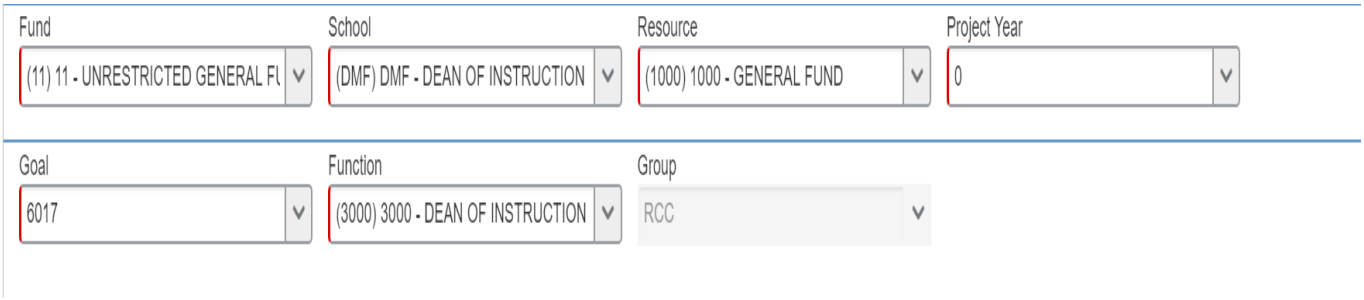
Out-of-state and beyond 500 miles? Per Administrative Policy 6900, "Requests for travel outside of the State of California, **AND** beyond 500 miles from primary work site, including out-of-country travel, require that a travel request be completed and approved by an appropriate administrator and by 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 cityname, the system will automatically display search results. For virtual conferences, **ALWAYS** select "Riverside, CA" as the destination city.

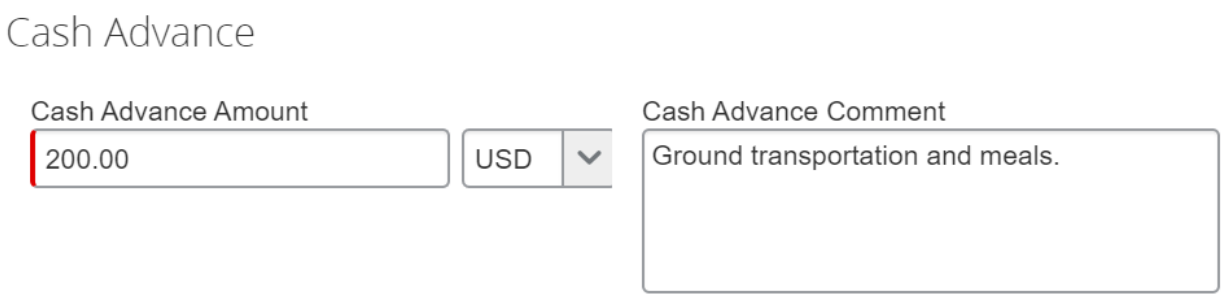
Destination Country – This option automatically populates based on destination city entered.

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.



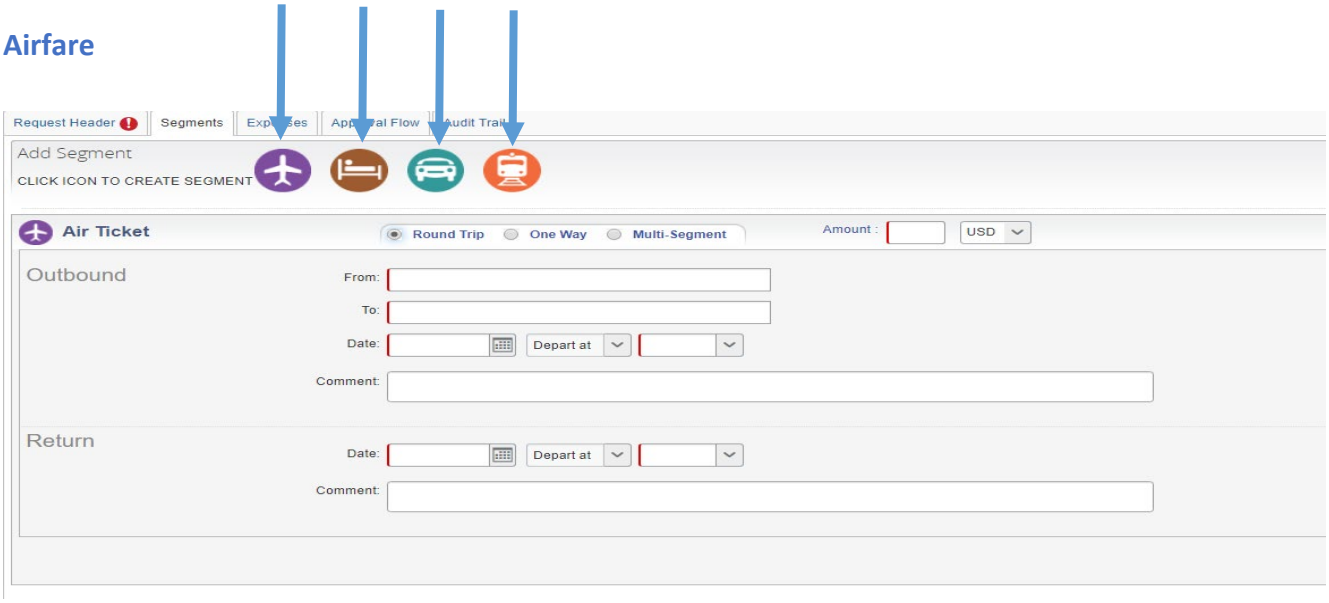
Click "**Save**" before continuing. You will notice once you do the system automatically assigns a Request/Trip ID number. Use this ID number when contacting purchasingtravel@rccd.edu.

Completing the Segments Tab

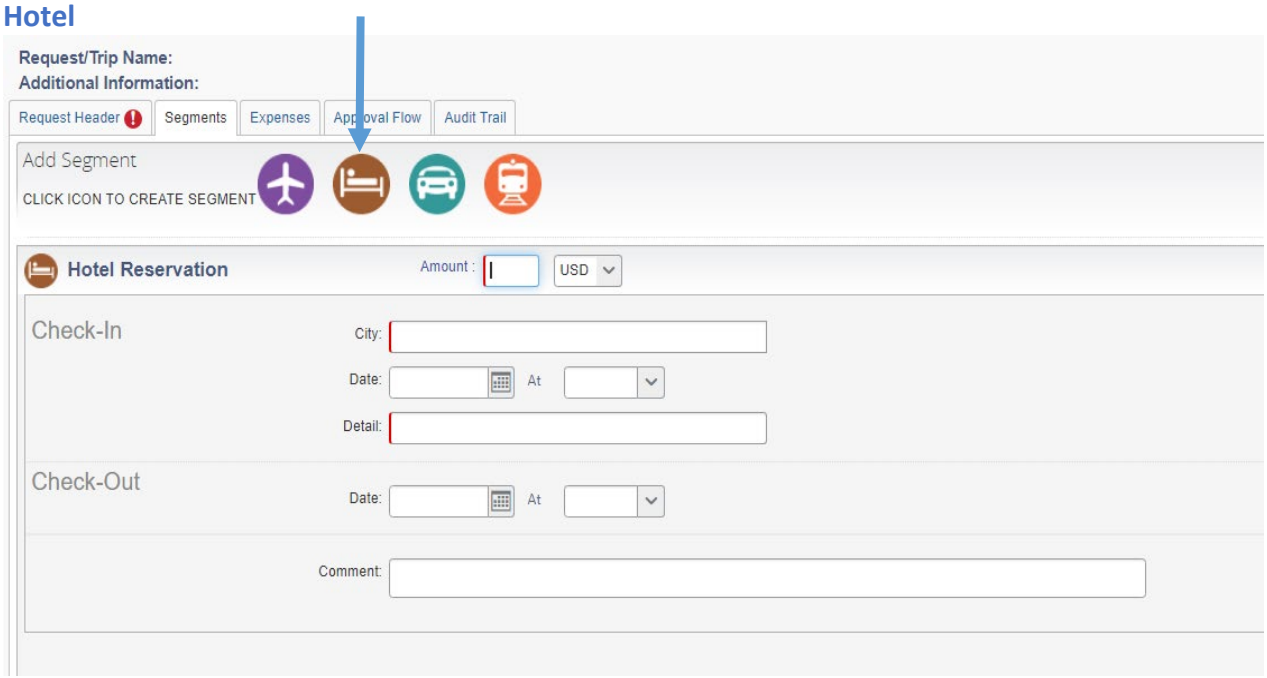
Once you have obtained estimates through the "Travel Store", you are ready to enter the information in the "Segments" tab. To create a segment, click on the desired icon. The appropriate segment fields appear. Please complete the fields – including the estimated cost – and click "Save". Helpful Hint: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

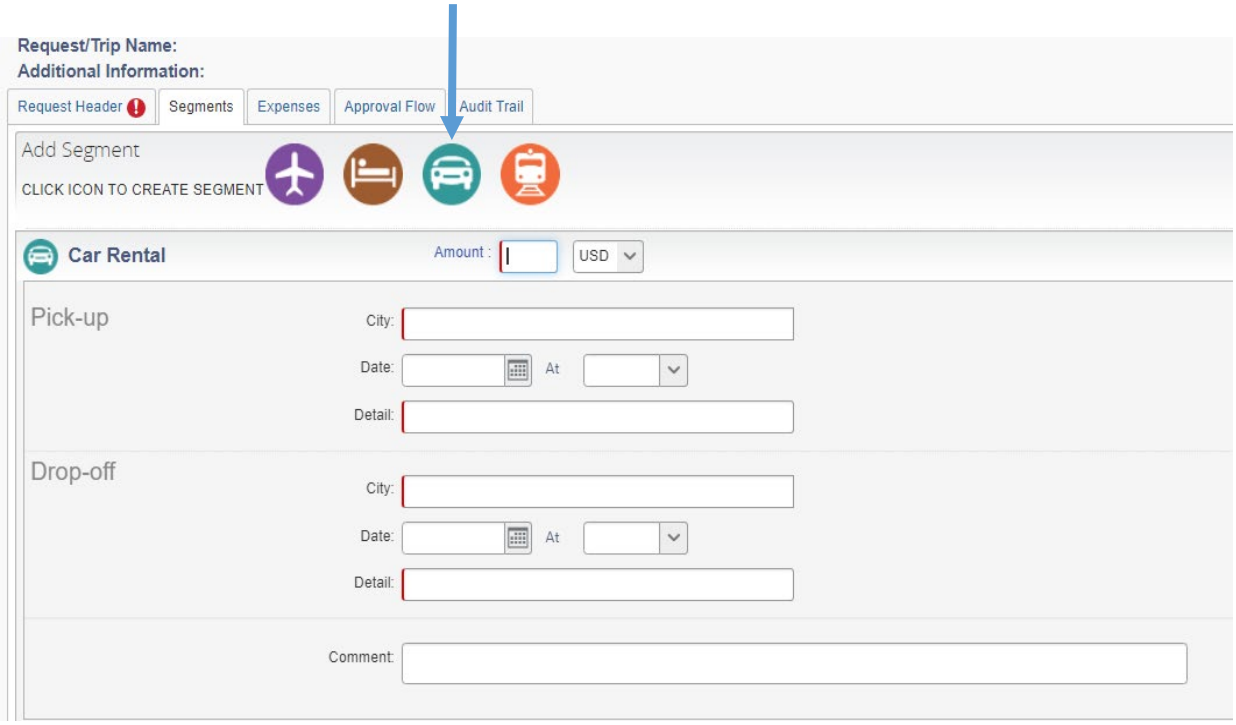
Airfare



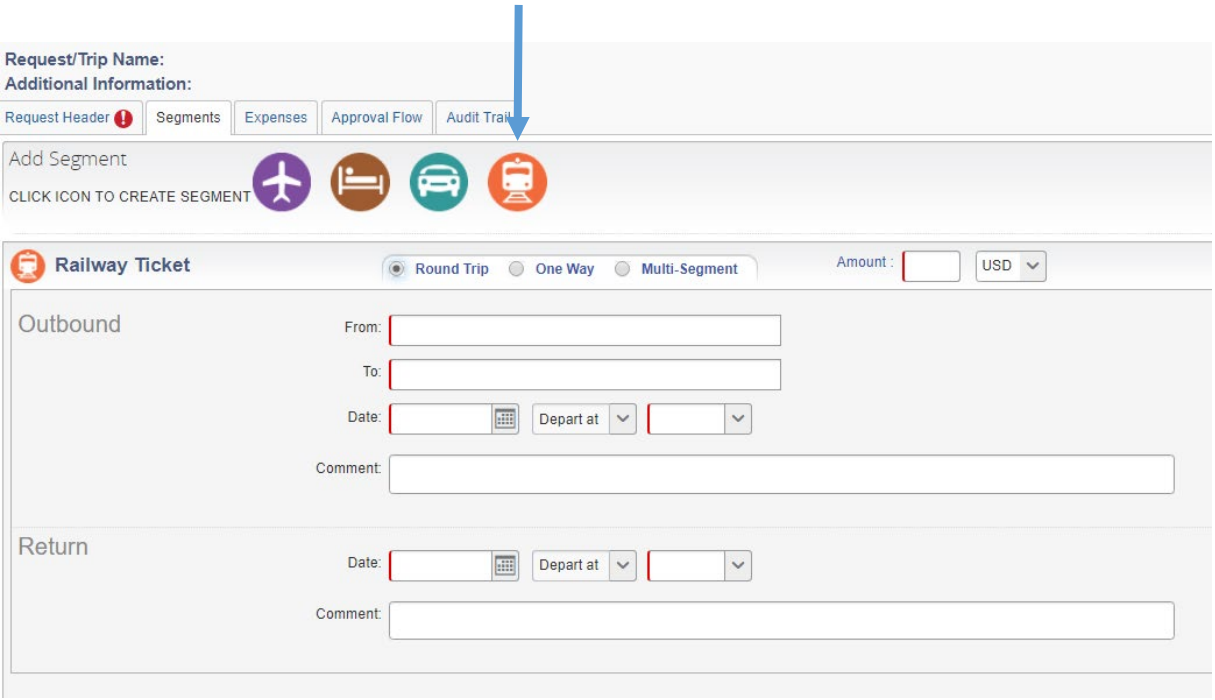
Hotel



Car Rental



Rail Transportation



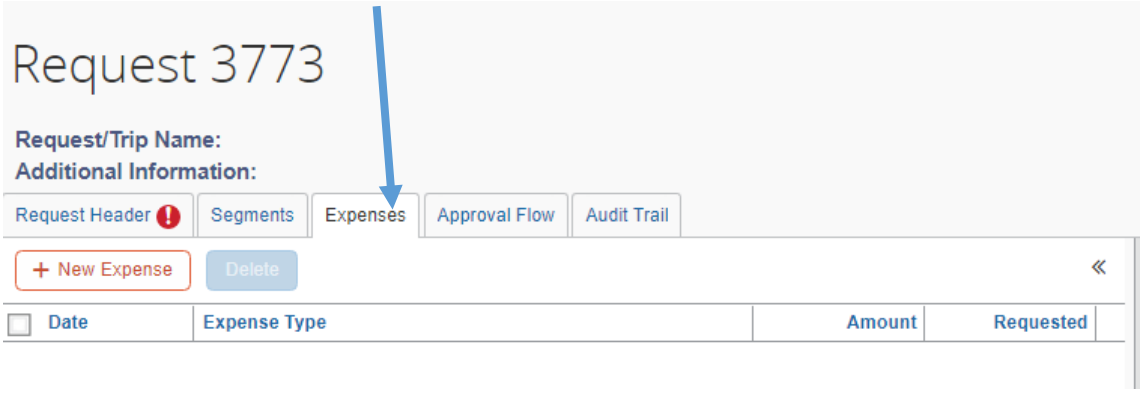
Once you have completed the fields, click “Save”.

Completing the Expenses Tab

Use this next section to add conference registration, mileage, meals, and other expense information.

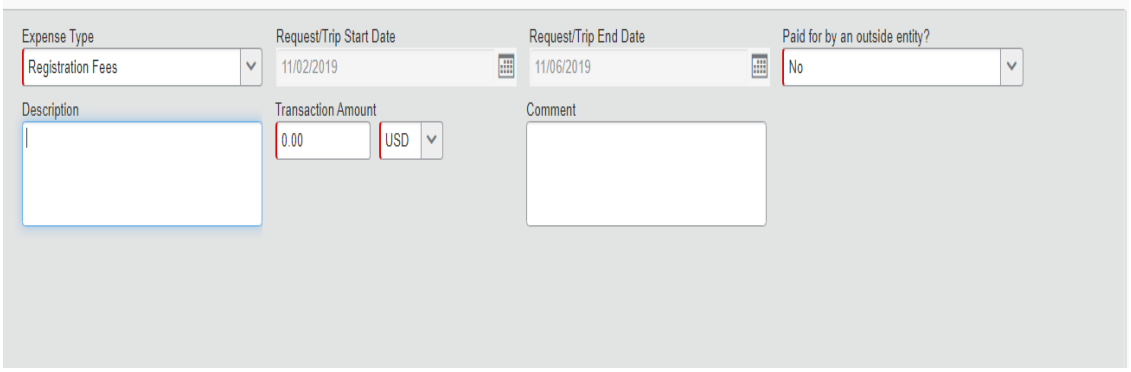
NOTE: If you chose "Book Outside of Concur & Cal Travel Store" on the request header (i.e. first tab), you will skip the Segments tab and enter travel expenses directly here using the steps provided here.

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



There are several expense types available to choose from.

Example: Conference Registration Fees. Select this option to include registration fees.



Expense Type: This field should automatically populate.

Request/Trip Start and End Dates: These should also be automatically populated.

Paid for by an outside agency: This will also populate based on the entry made in the request header tab.

Description: This is an optional field with a character limit but can be used for any helpful notes you would like to include.

Transaction Amount: Enter the total amount of the registration fees. In the comment section, please include one of the statements below as appropriate:

Comment: Please use this section to add one of the following comments as applicable:

a. **Registration paid out of pocket** - use this comment to indicate you have paid for the cost of registration out-of-pocket and will be seeking reimbursement through the expense report process following the event.
b. **Credit card payments not accepted, please pay by check** – use this comment if the vendor does not accept American Express credit card payments.
c. **Please issue AMEX Go Card** – use this comment to indicate you would like to be issued the AMEX Go Card to make payment. Note: Use of the AMEX Go Card will require you to download an app on your mobile device.

Group Travel

When three or more individuals attending a virtual conference, you can consider designating one individual to submit the travel request in Concur on behalf of the group. If the conference is face-to-face, it is likely each group member will need to submit a travel request separately as they may each have differing travel components to consider. When entering the conference expense for a group travel please include the following:

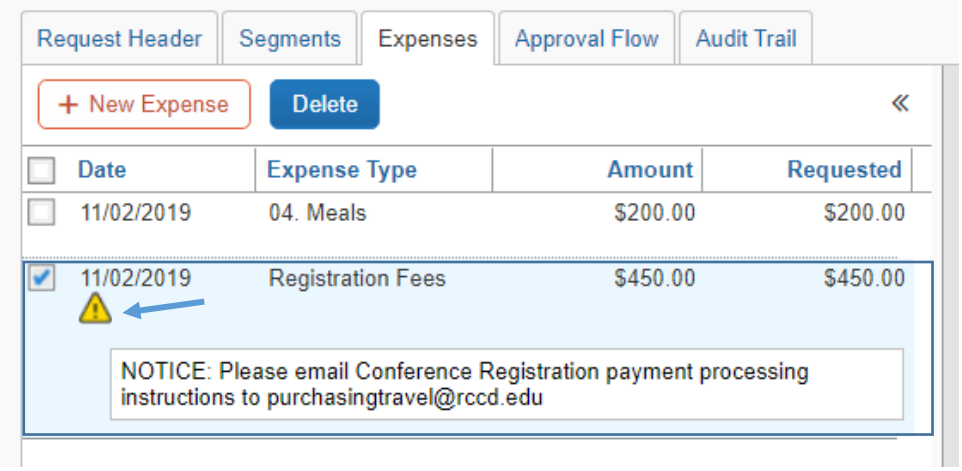
1. Select option 5 - Fees, select “conference registration fees/agenda” as the expense type.
2. Note the total amount of the registration fees for all participants.
3. Note in the comment section “Group registration”.
4. Include as a required document, a list of all conference attendees.
5. Once fully approved, follow the steps on page 40 for steps on requesting payment. As the requisitioner, you will be issued the AMEX GO Card on behalf of the group and will be responsible for issuing payment to the vendor.

Student Travel

Travel involving students can now be submitted through Concur if the cost of the travel is being funded through either the restricted or unrestricted general fund. Do NOT enter a request into Concur if the travel is being funded by ASRCC Trust Accounts. When entering student related expenses:

1. As the chaperone/faculty member, use expense type 5: Fees to note your registration expense. This expense type will code to 5220.
2. For expenses related to the student registration, use expense type **09: Non-Employee Other Travel Expense**. This expense type will code to 5219.
3. Include as a required document, a list of all students attending the virtual conference.
4. Once fully approved, follow the steps on page 28 for steps on requesting payment. As the requisitioner, you will be issued the AMEX GO Card on behalf of the group and will be responsible for issuing payment to the vendor.

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:



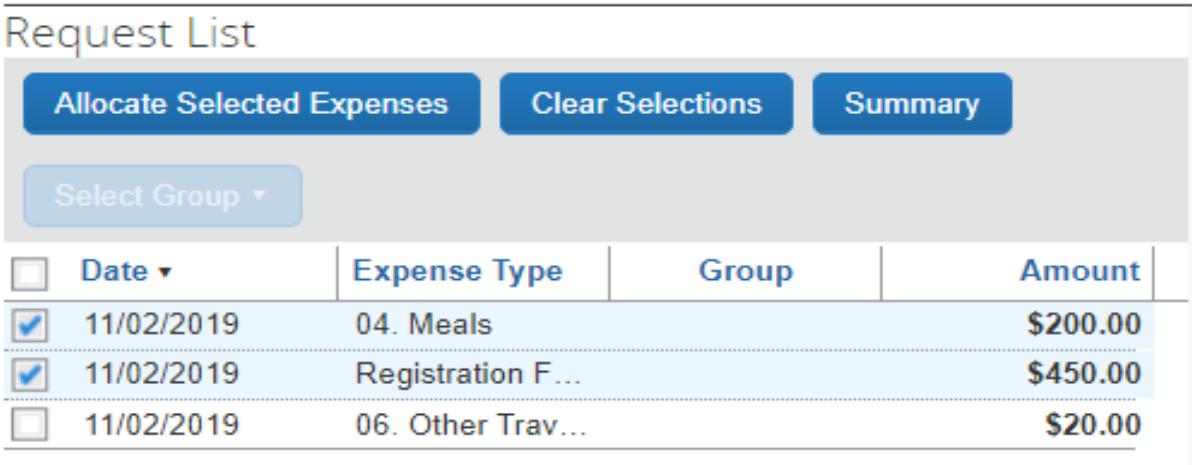
For instructions on emailing purchasing the required information to for conference registration payments, see page 40.

Allocating Budget

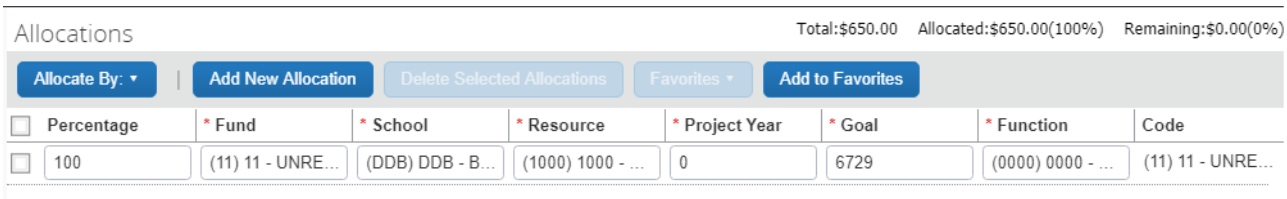
You may have noticed the “Allocate” button when saving the expenses:

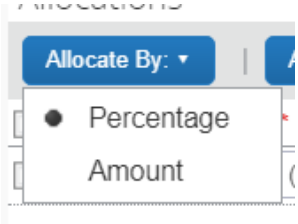
If only one budget string will be charged, you do not have to specifically allocate the funds. Concur will use the budget string on the request "Header" tab to charge the expenses. If you need to allocate all or a portion of the expenses to more than one budget line, click on "allocate" to open up the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



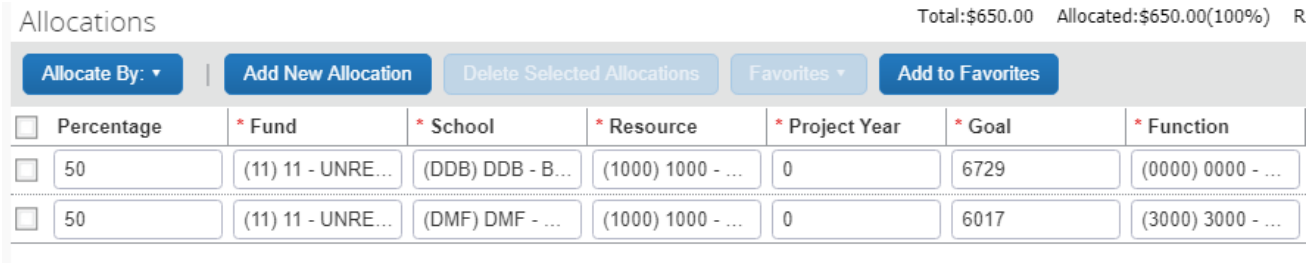
Click on the "Allocate Selected Expenses" button. The following appears on the right-hand side of the screen. Notice the budget string added in the request "header" tab is automatically populated.

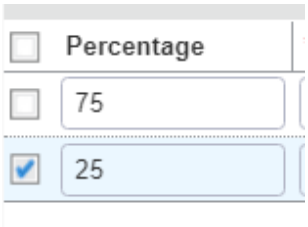




There are two ways to allocate the budget: Percentage or Amount. In this example, we will allocate by percentage.

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.

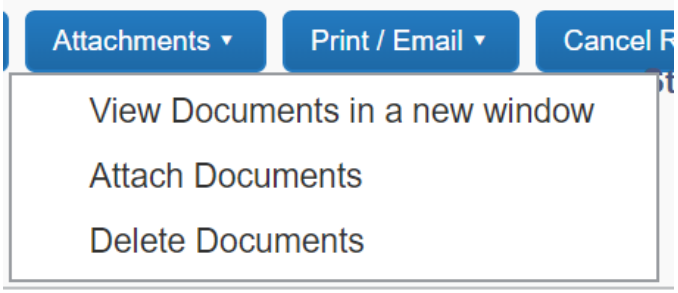
Uploading Required Documents

Prior to submitting your request for approval, please upload one or more of the following documents as applicable:

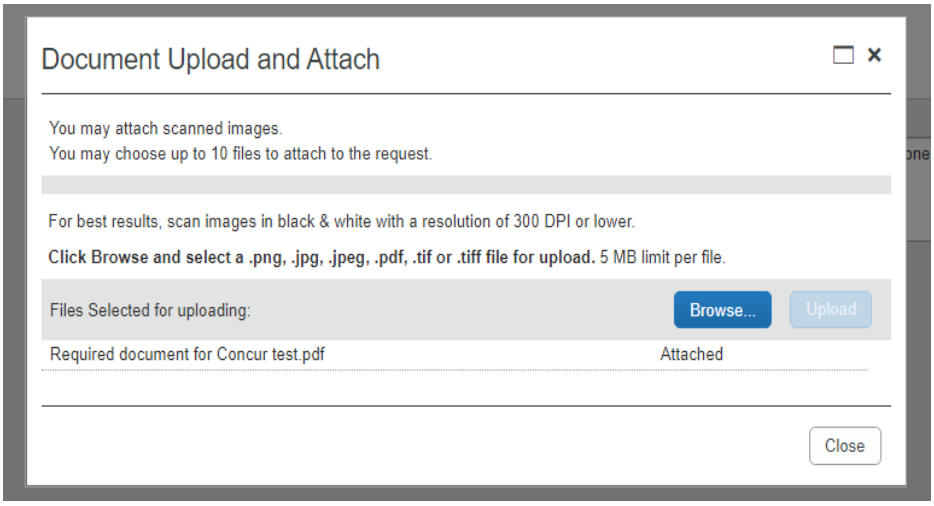
Prior to submitting your request for approval, you are required to upload:

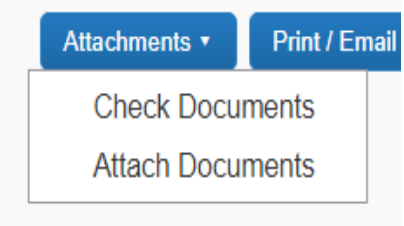
- copy of the conference/meeting flyer or agenda
- copy of your proof of registration OR
- copy of the registration invoice

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. In some instances, travelers may need to add a “user-added approver” to route to various individuals for approval.

Classified Professionals/Managers - Travel requests will automatically be routed to the traveler’s immediate supervisor as noted in the travel profile.

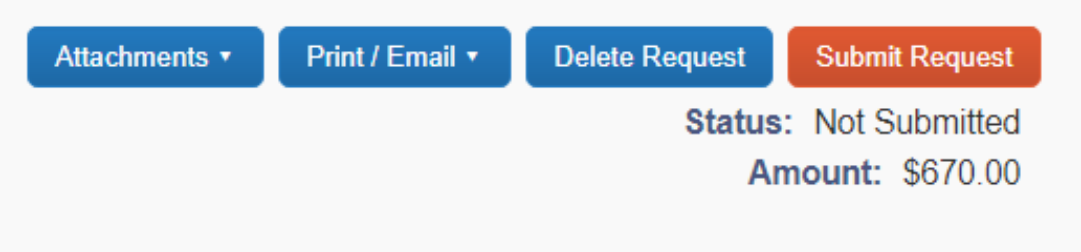
Faculty - The division dean must be manually added as an approver for faculty travel requests.

Grant Funded - For grant funded travel requests, the budget/grant manager must also be manually added to the request as an approver.

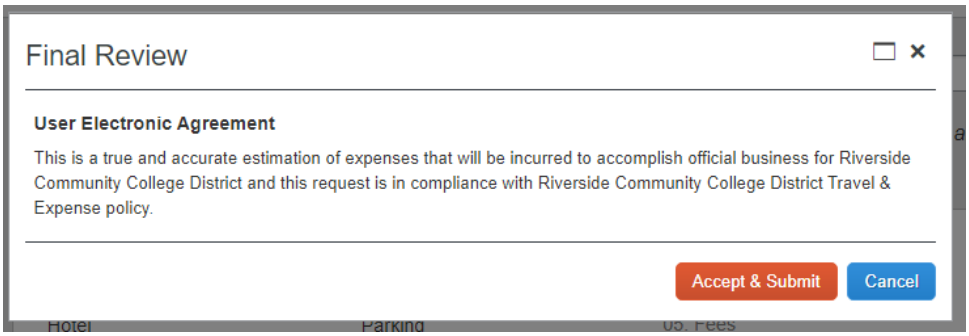
To add an approver, click on the “Approval Flow” tab. Next, click the blue plus sign and the “User Added Approver” box appears.

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.

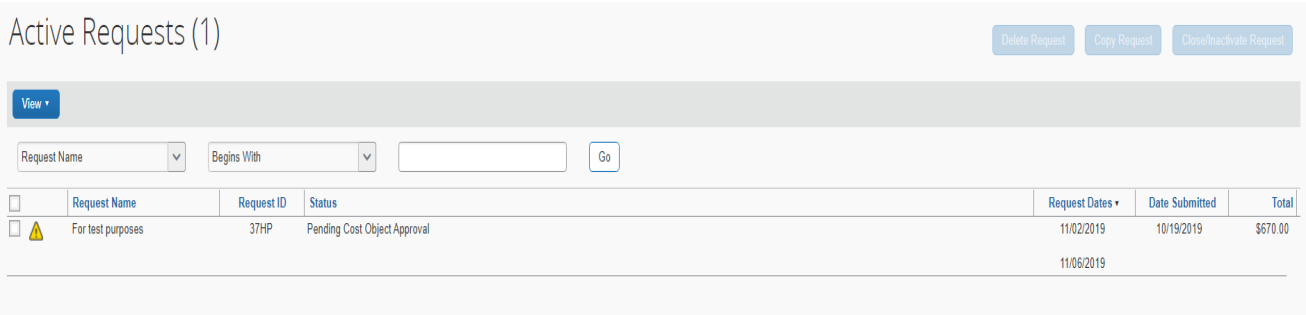
Click on the “Submit Request” button.



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 to enter the segments and expenses as indicated on pages 31-32. 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 any reservations have been 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 to complete the request header, the expenses tab, and submit for approval as noted.

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 to request:

a. An AMEX Go Card to be issued to you - OR –
b. Request a paper check for those vendors who do not accept credit card payments
c. Request the use of the District credit card for vendor who do not accept American Express for payment

NOTE: If you have prepaid the expenses and will be seeking reimbursements, you can skip this step. When contacting purchasingtravel@rccd.edu be sure to include the following information:

- Travel request/trip ID number in the subject header. Please do this for all communications regarding travel.
- Traveler's name
- Traveler's mobile number (necessary for issuing AMEX Go Card)

Requesting an AMEX GO Card

If you are requesting an Amex Go Card for the first time, please reply with the following information:

- Approved Concur Request ID:
- Name:
- Cell Phone No.:

If you are requesting additional funds to be added to your AmEx Go Card, please provide your:

- Approved Concur Request ID#
- Name:

Requesting a paper check

If the conference vendor does not accept American Express or other credit cards as a form of payment for your conference registration, please email PurchasingTravel@rccd.edu with the following information:

- First & Last Name of Requestor and Concur Request ID on the Email Subject line
- Instructions on how to pay for the registration
- URL link for the registration (login/password if necessary) or Vendor Information necessary to make payment.
- Any important registration preferences necessary to complete your registration (A screenshot of filled out registration form would be helpful)

Please note that your request will only be processed once your Concur Request is fully approved. Please follow up with your approvers to make sure that your request is approved on time.

Requesting the use of the District credit card

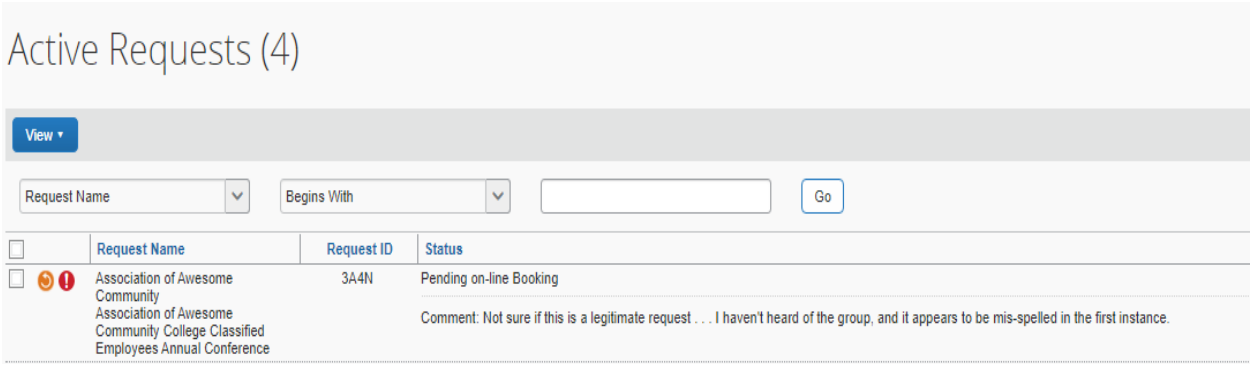
If the vendor does not accept American Express for payment, please email purchasingtravel@rccd.edu and provide the same information as you would for requesting a paper check as noted above.

Completing the Booking Process

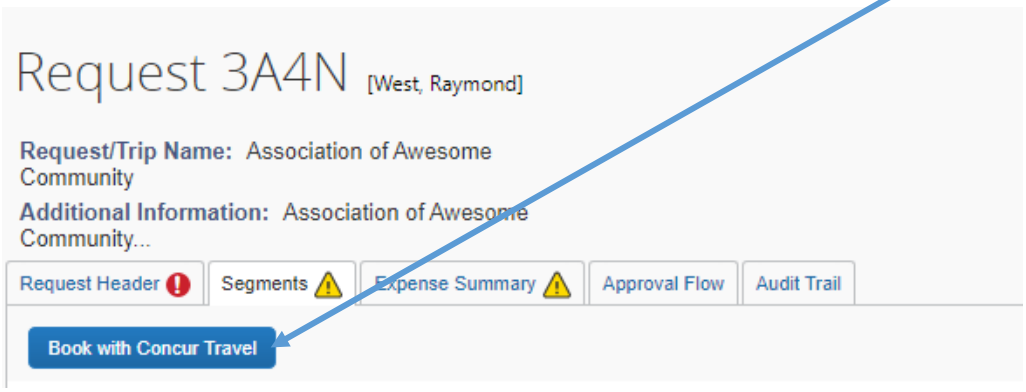
Once the travel request is fully approved, you will receive an email notification from AutoNotifications@concursolutions.com indicating there is a request pending travel booking. You are now ready to book your airfare, hotel, or car rental as appropriate. To complete the booking process, take the following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

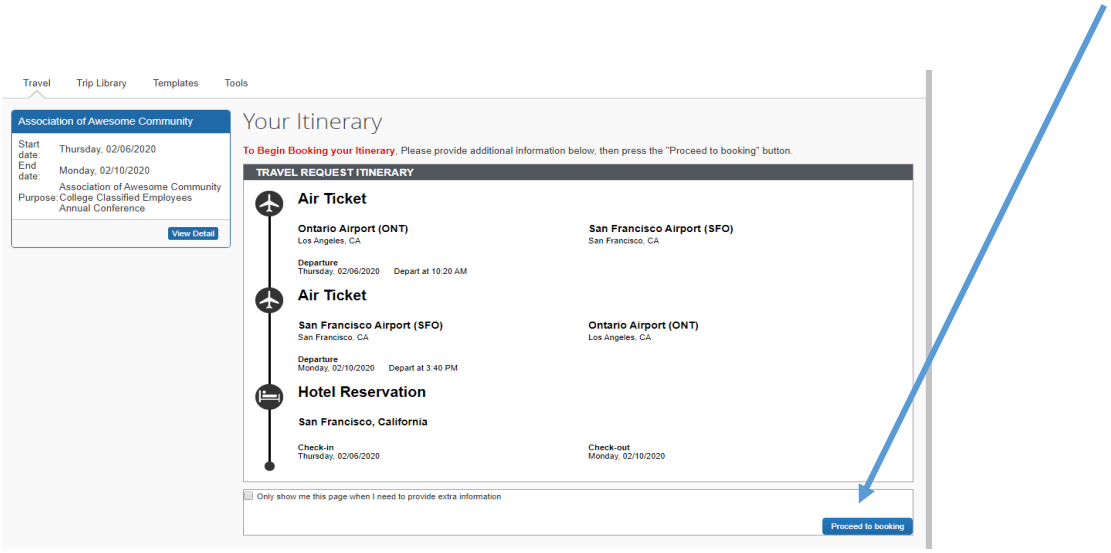


Select the travel request by double clicking on the request name. Click on the “Book with Concur Travel” button.

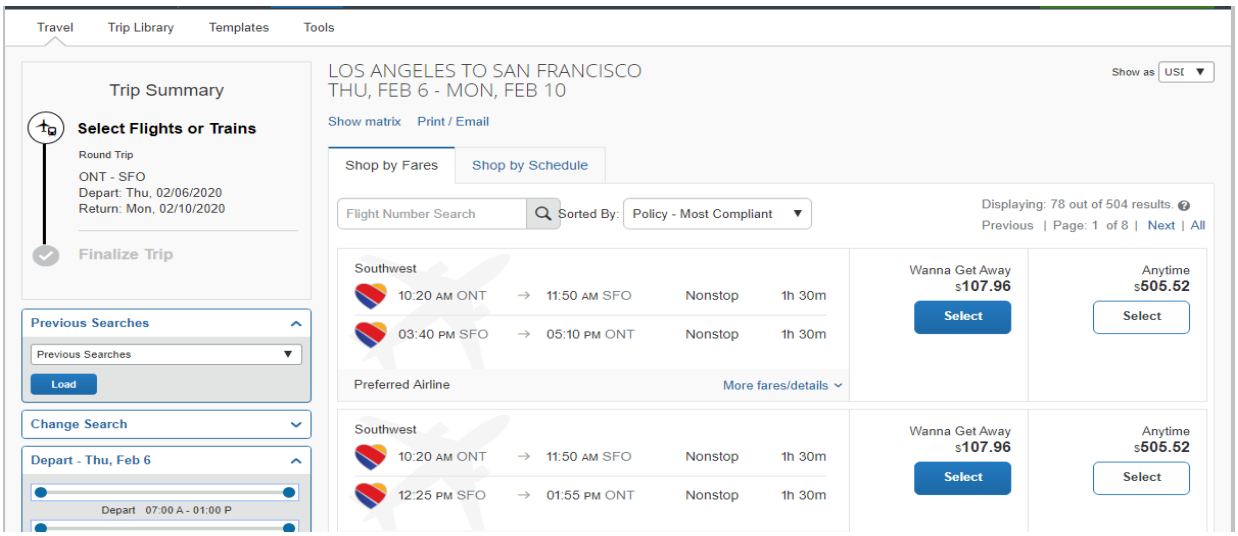


Booking Airfare

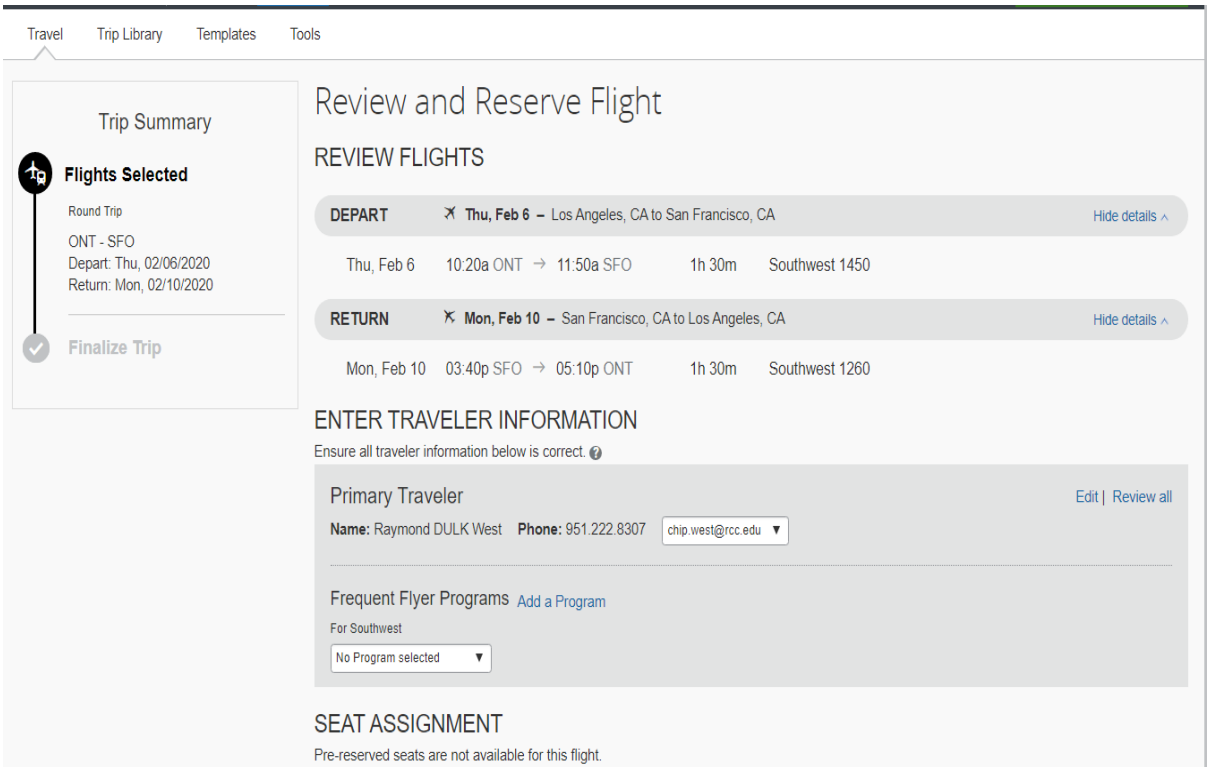
Booking your airfare is a straightforward process. Click on the proceed to booking button.



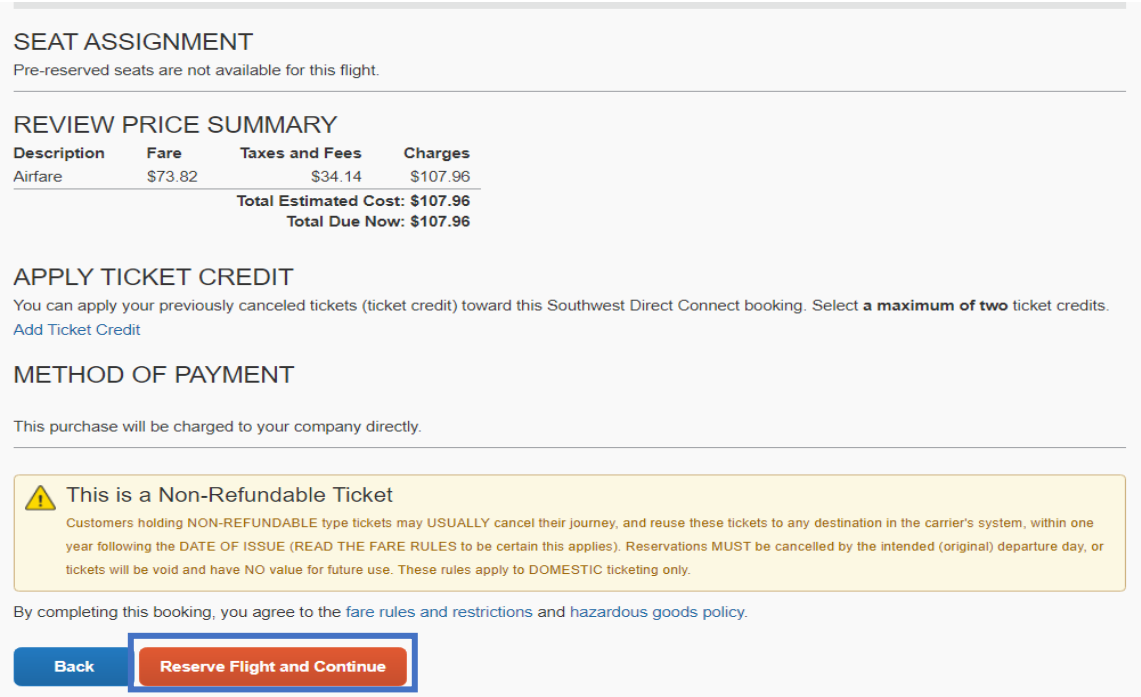
Enter your flight criteria (like the process followed when obtaining quotes) to display flight options. Select your flights by clicking the “Select” button.



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

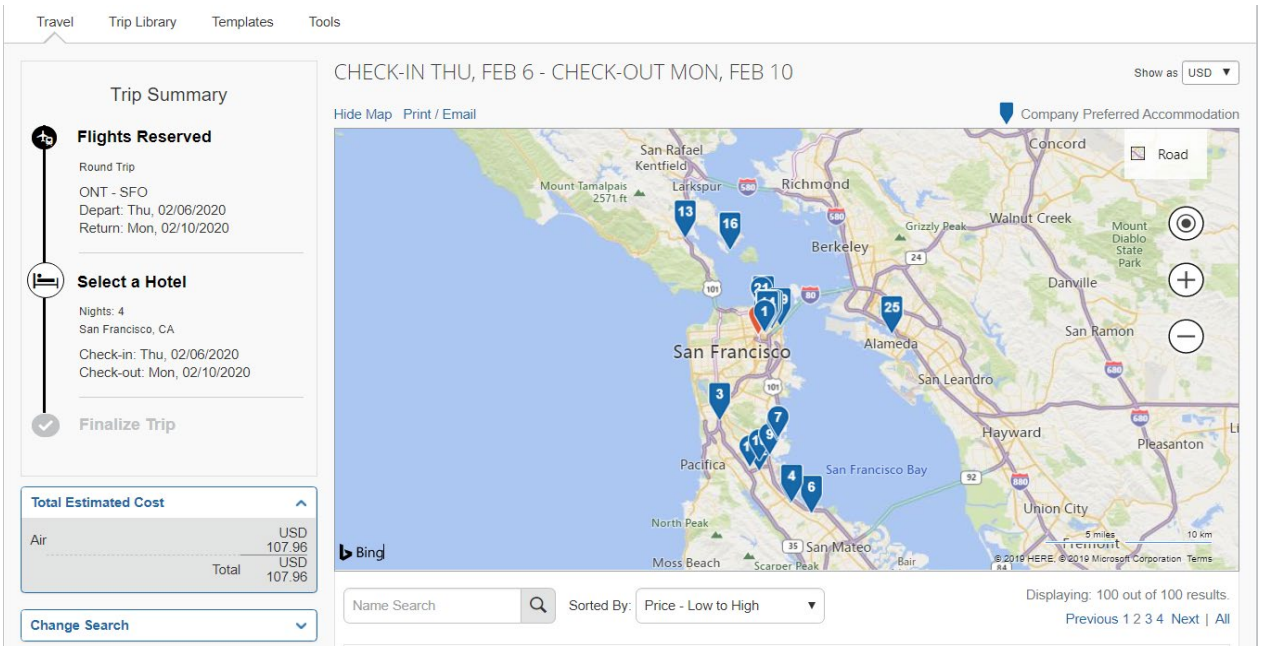


The RCCD credit card automatically pays for the airfare. Click on “Reserve Flight and Continue”.

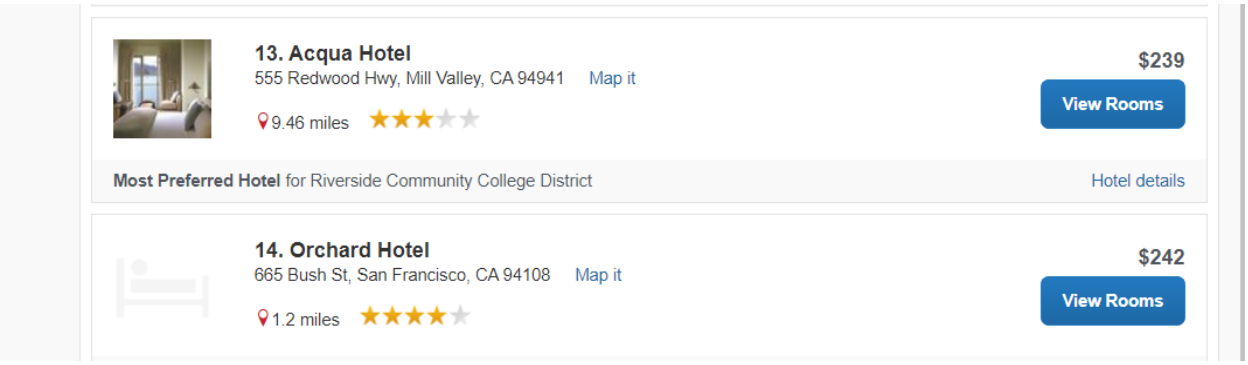


Booking Hotel

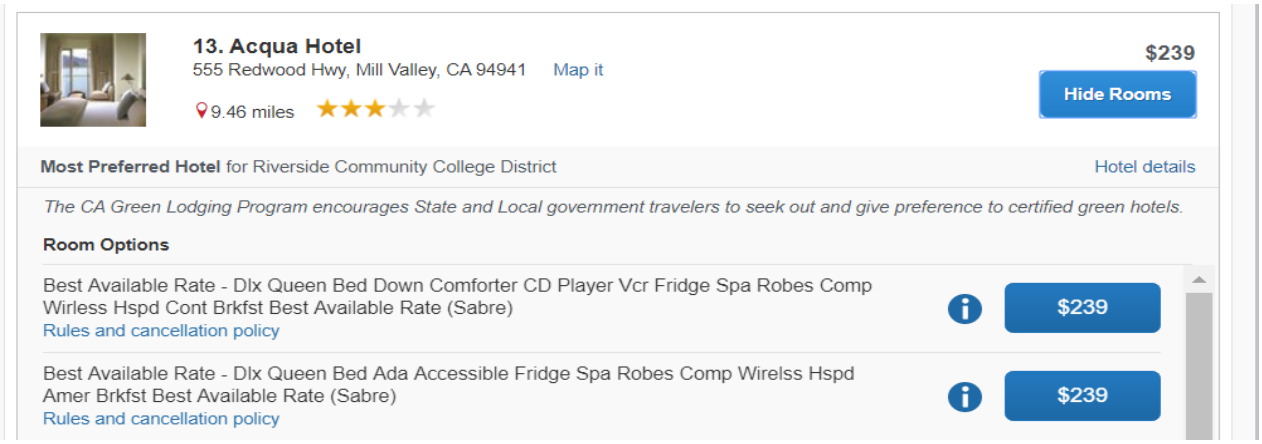
To book your hotel accommodations, enter your search criteria.



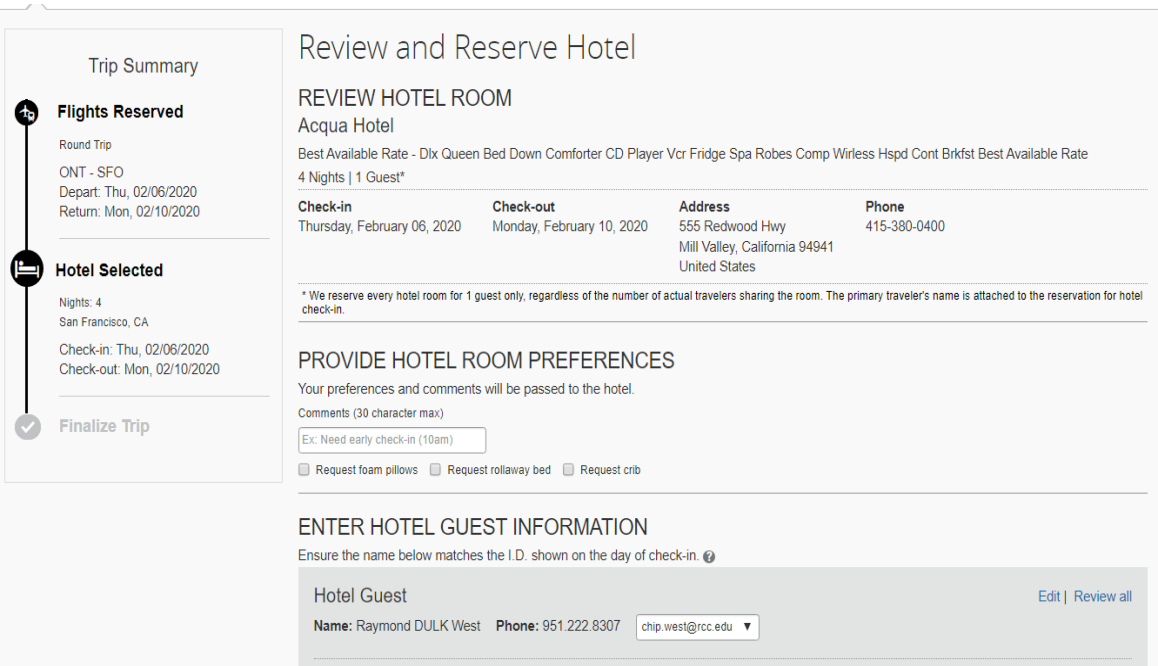
Select the hotel by clicking on the “View Rooms” button to view room options.



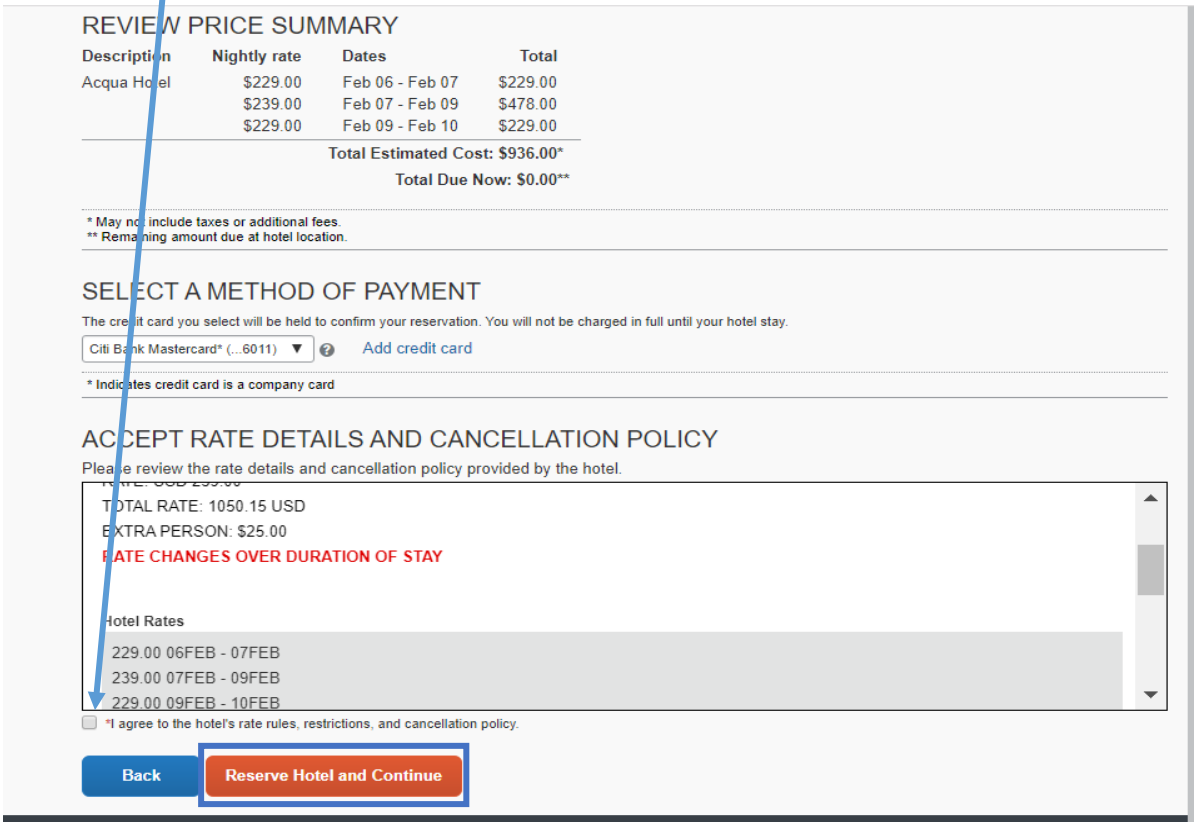
Select the room option by clicking on the blue button.



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.

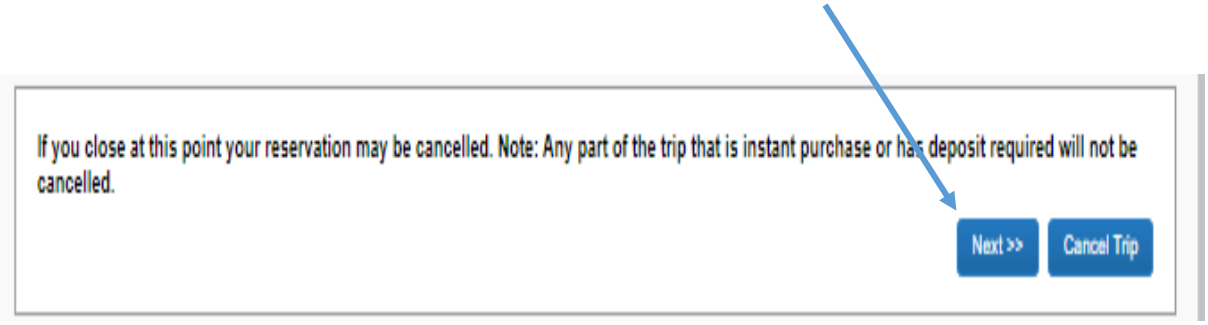
Booking Car Rental

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

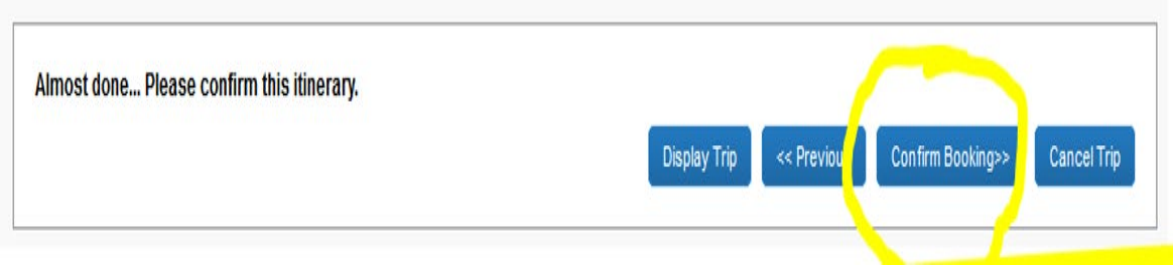
1. Enter your search criteria
2. Select your model option
3. Click "Reserve car and continue"

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.

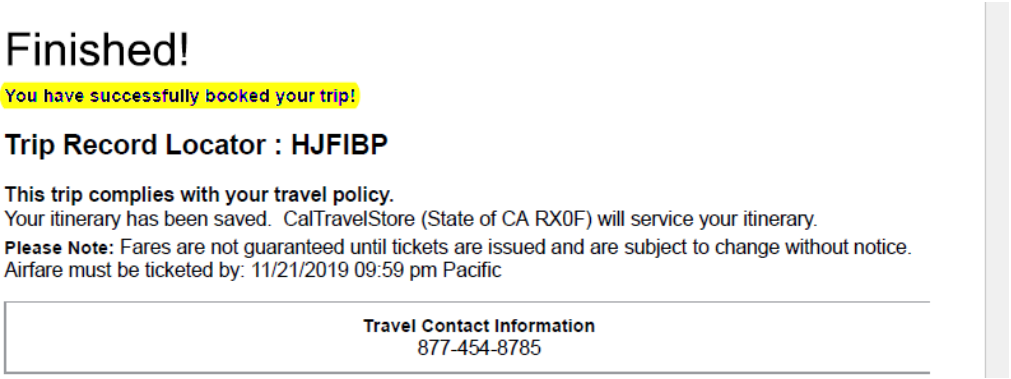
To complete the booking process, you must click each blue "next" button that appears at the bottom right hand of the screen.



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.



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.

Canceling an approved request will result in not being able to book travel or submit an expense report. Use caution when canceling 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:
AMEX GO Card

Purpose

In order to provide individuals with flexibility for payment of conference related expenses, the District is able to offer travelers the choice to use either the AMEX Go Virtual card and/or a physical card. This option allows you to pay registration fees and minimizes the need for travelers to use their personal credit cards to issue payment.

Why should I use the AMEX Go Card?

Using the AMEX Go Card allows travelers to have control on when and how your registration payments are made. You won't need to wonder if a check has been issued. If the conference vendor requires payment at the time of registration, you'll be able to register yourself and pay ensuring your spot at the event. If you are able to register and pay later, again, payment is in your hands. You'll know when and how the registrations have been made.

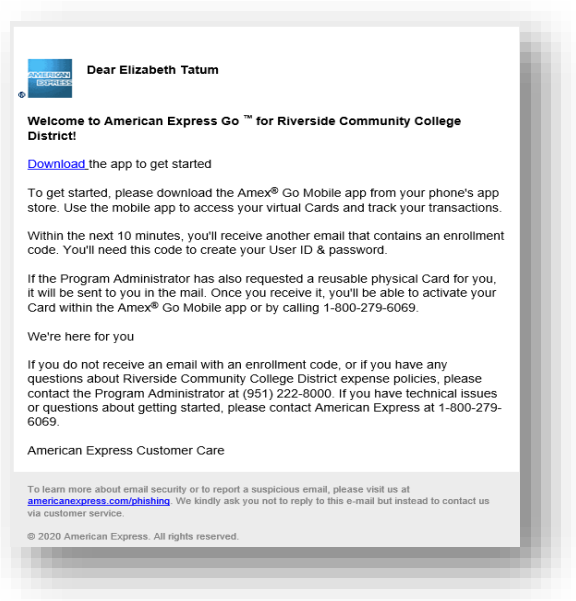
What can I pay with the AMEX Go Card?

- Conference/workshop registration
- Hotel stays
- Car rentals (when booked outside of Concur travel store)
- Incidentals such as meals and parking

Downloading the AMEX GO Card

1. RCCD purchasing assigns an AMEX GO virtual card to the requestor who has submitted a request via Concur.

2. An email from AMEX GO is sent to your RCCD email account to download the app.



Dear Elizabeth Tatum

Welcome to American Express Go ™ for Riverside Community College District!

Download the app to get started

To get started, please download the Amex® Go Mobile app from your phone's app store. Use the mobile app to access your virtual Cards and track your transactions.

Within the next 10 minutes, you'll receive another email that contains an enrollment code. You'll need this code to create your User ID & password.

If the Program Administrator has also requested a reusable physical Card for you, it will be sent to you in the mail. Once you receive it, you'll be able to activate your Card within the Amex® Go Mobile app or by calling 1-800-279-6069.

We're here for you

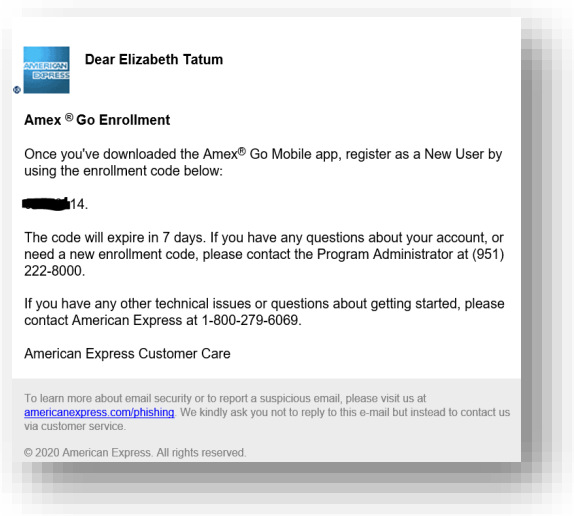
If you do not receive an email with an enrollment code, or if you have any questions about Riverside Community College District expense policies, please contact the Program Administrator at (951) 222-8000. If you have technical issues or questions about getting started, please contact American Express at 1-800-279-6069.

American Express Customer Care

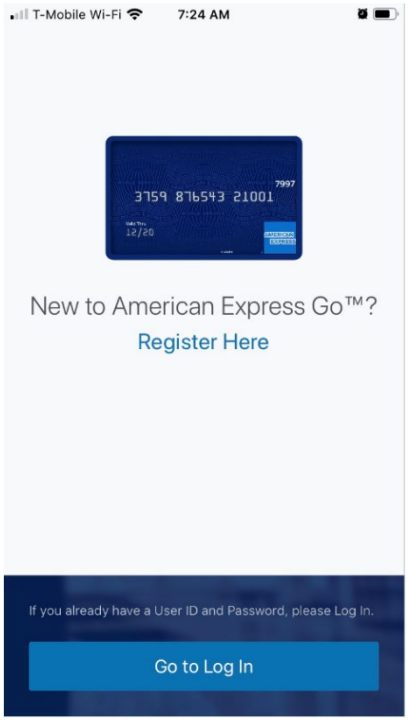
To learn more about email security or to report a suspicious email, please visit us at americanexpress.com/phishing. We kindly ask you not to reply to this e-mail but instead to contact us via customer service.

© 2020 American Express. All rights reserved.

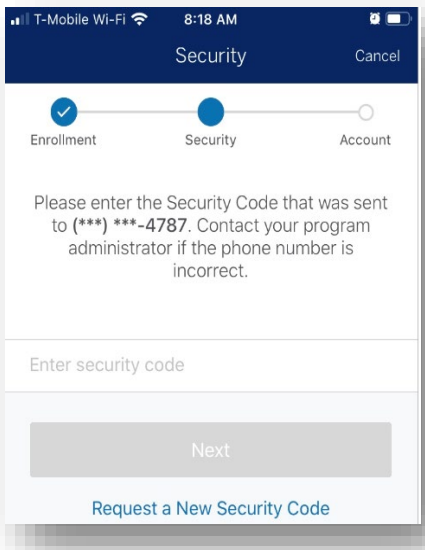
3. Once the app is downloaded an email will be sent to your RCCD email account to register as a new user using an enrollment code.



4. Click Register Here



5. Once enrolled a Security Code will be sent to you via text. You will then be prompt to create a User ID:

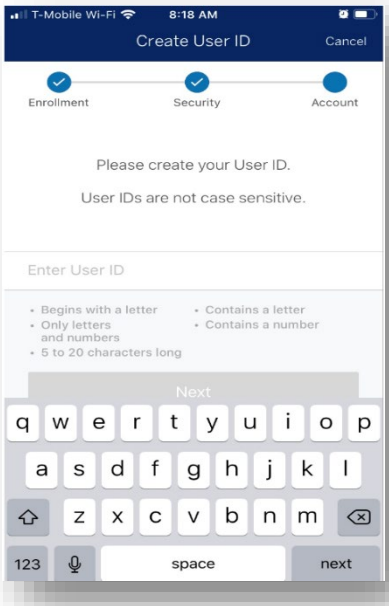


Note-

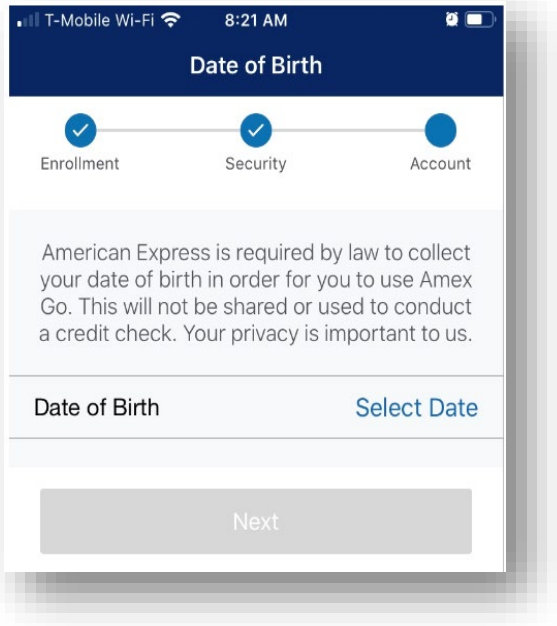
*Personal AMEX card DOES NOT interfere with RCCD AMEX GO – they are completely different apps/system.

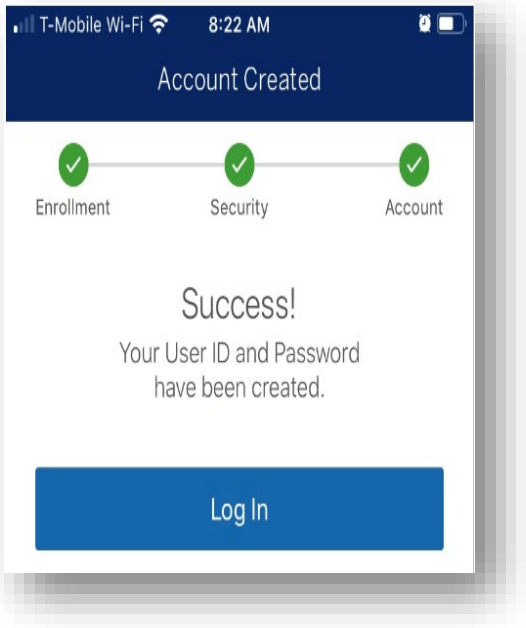
*Contact: John Geraghty @ john.geraghty@rccd.edu for AMEX GO questions

*Msg & data rates may apply



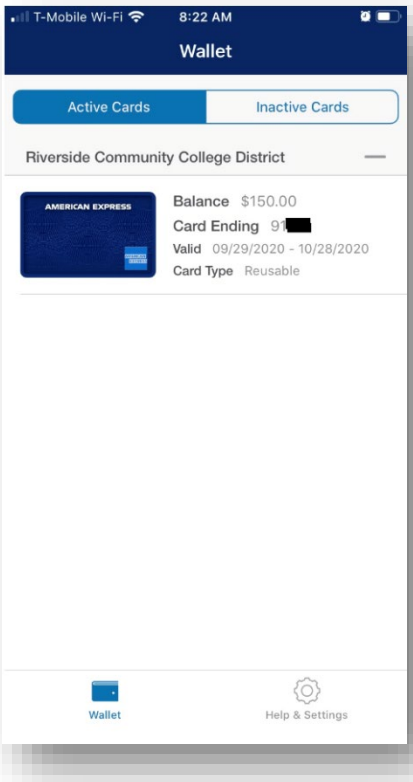
6. Enter your date of birth and this completes the enrollment process - Success!

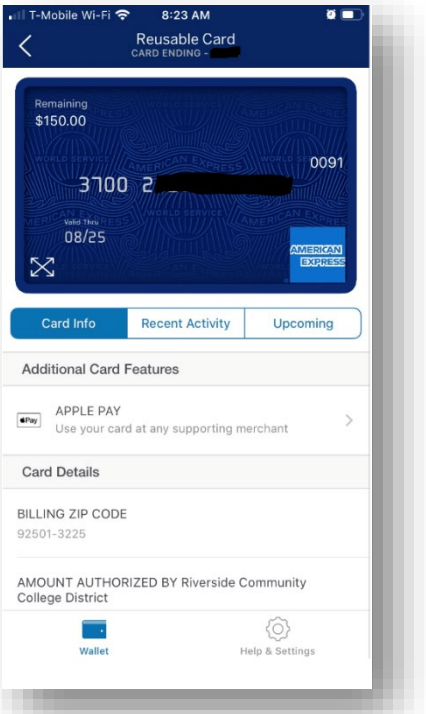




Viewing the AMEX GO Card

Click on the app and log in. Note - the amount displayed on the virtual card is the amount requested from Concur.

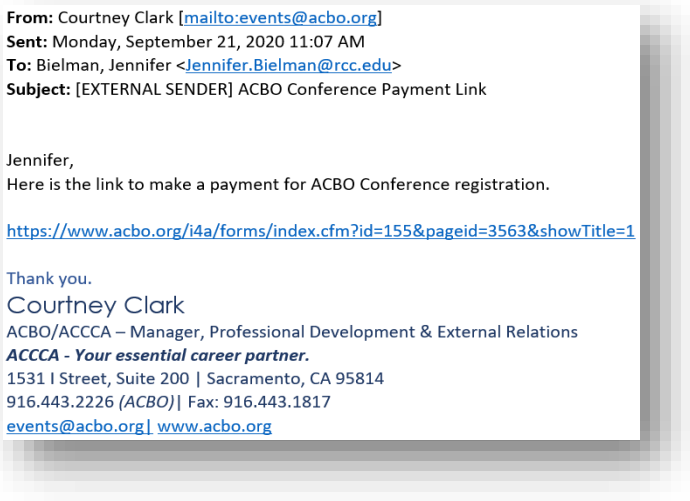




Conference Registration Payment:

Retrieve your registration, fill out the registration form and use the virtual card to pay for your fees. In some cases, you may have to call them directly and provide them with the card number.

Do NOT type the AMEX card number more than twice as it will block the card from being used.



From: Courtney Clark [mailto:events@acbo.org]
Sent: Monday, September 21, 2020 11:07 AM
To: Bielman, Jennifer <Jennifer.Bielman@rcc.edu>
Subject: [EXTERNAL SENDER] ACBO Conference Payment Link

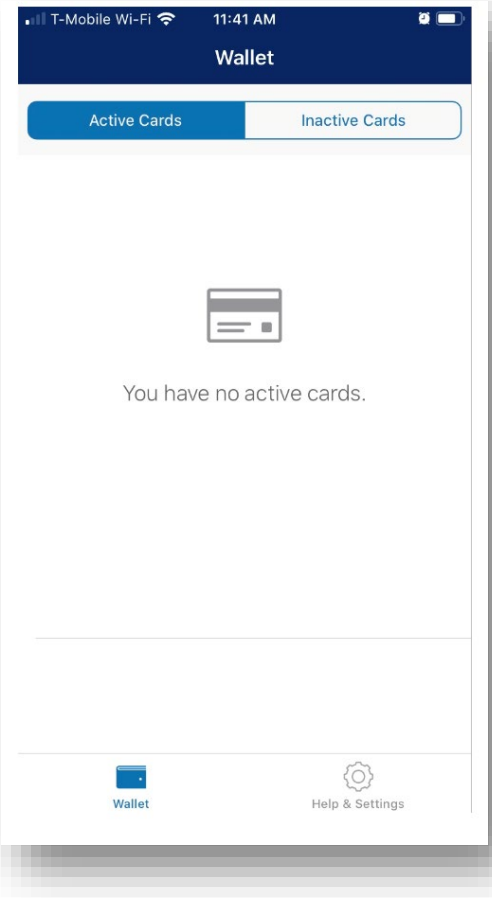
Jennifer,
Here is the link to make a payment for ACBO Conference registration.

https://www.acbo.org/i4a/forms/index.cfm?id=155&pageid=3563&showTitle=1

Thank you.
Courtney Clark
ACBO/ACCCA – Manager, Professional Development & External Relations
ACCCA - Your essential career partner.
1531 I Street, Suite 200 | Sacramento, CA 95814
916.443.2226 *(ACBO)*| Fax: 916.443.1817
events@acbo.org| www.acbo.org

If you do NOT want a virtual AMEX GO Card issued or you do not want to utilize your mobile device to download the app, contact purchasing at purchasingtravel@rccd.edu to request payment to conference vendor. Additionally, if the conference vendor does not accept the American Express card, contact purchasingtravel@rccd.edu to request payment.

After you register the remaining balance will be zero, so the card will show on AMEX as not active. When you complete a new TR in Concur, RCCD will increase the balance on this card.



Note -

If you are using an AMEX GO Card, disregard the accountspayable@rccd.edu pop up message that is shown in Concur.

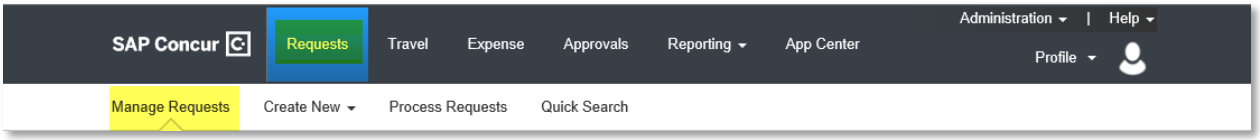
Section IV:

Creating your Expense Report

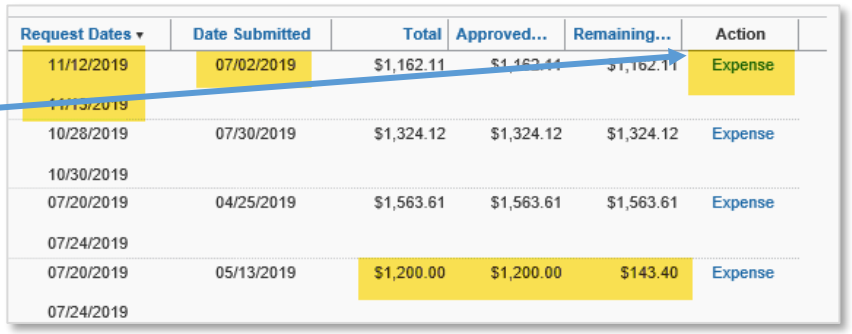
Creating your Expense Report

Once you complete your trip you are ready to prepare your expense reimbursement. Please note: You **must** submit an expense report regardless of whether or not you have out-of-pocket reimbursements. 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.

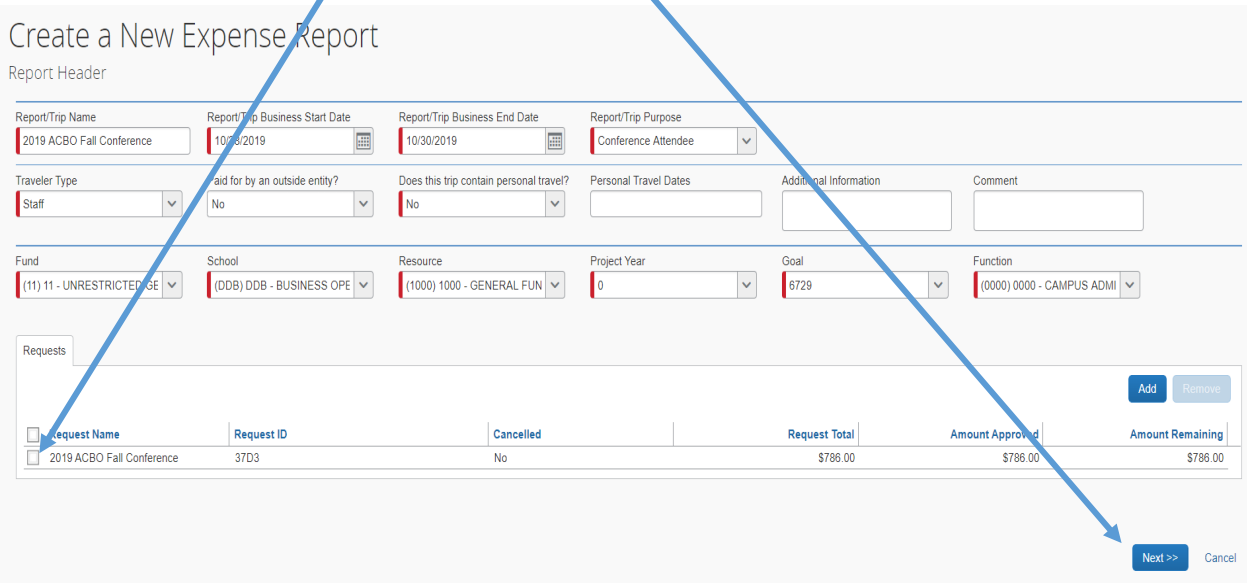
To begin, click on the **Requests** tab, then **Manage Requests**



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.

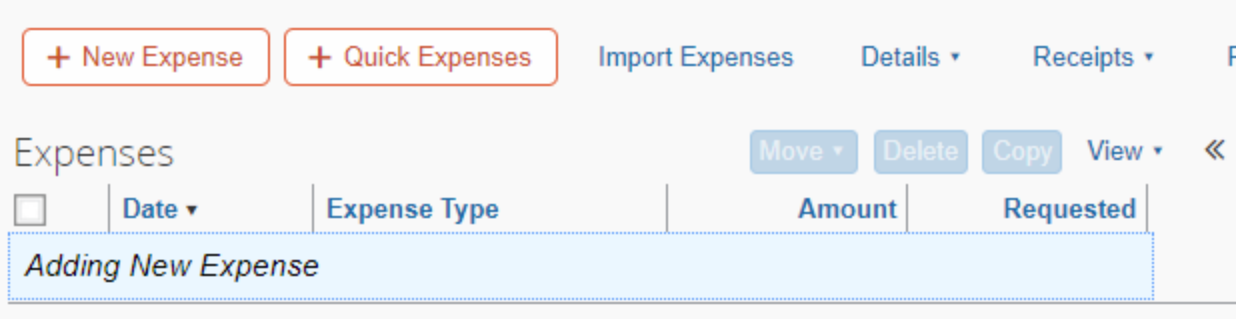


Review information copied over from the travel request into the Expense Report Header. Next, check the box under "Requests" and click "Next" to link the travel request to the expense report.

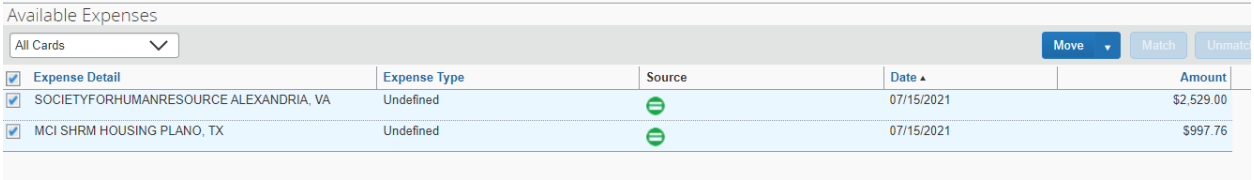


Adding AMEX GO Card Expenses

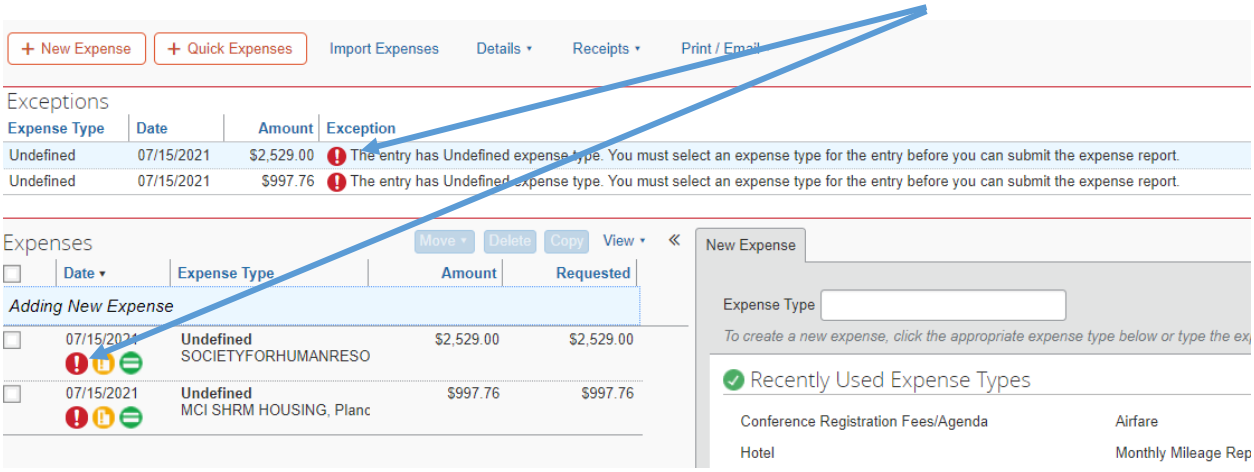
If you used the AMEX GO Card to pay for any of your expenses, you will need to import those expenses. To do so, begin by clicking on “Import Expenses”:



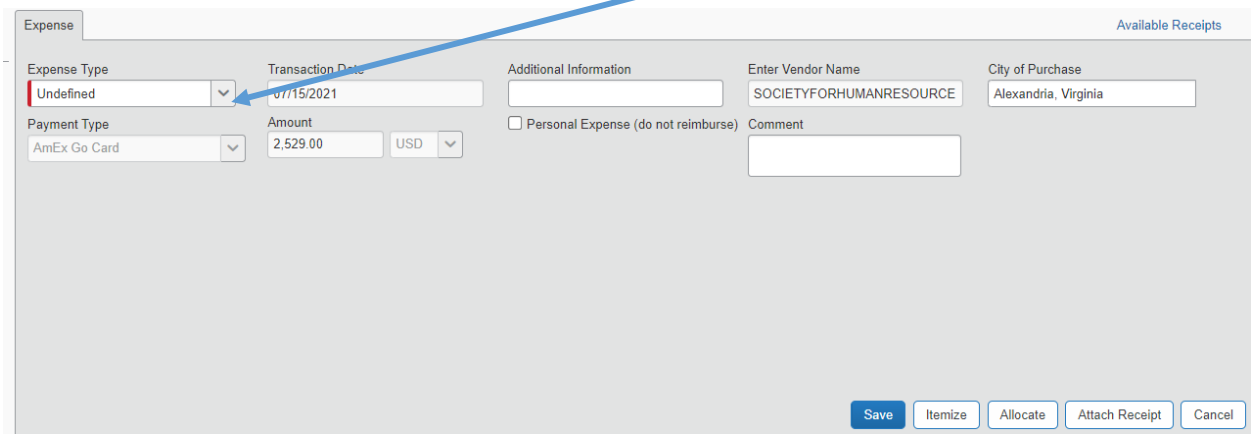
Next, choose the expense you want to add to your expense report. NOTE: If you have more than one travel request open, there could be several different expenses available to attach. Be sure to attach the expenses which correspond with the request. Once selected, click “Move”:

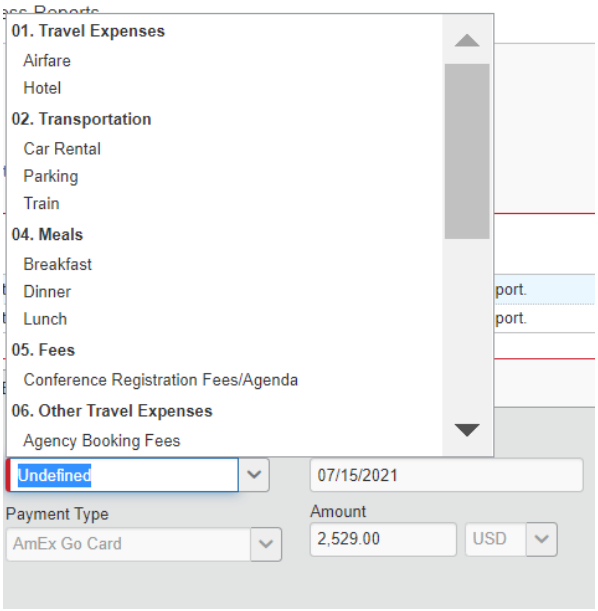


This will pull the AMEX Go expense over. Before adding any additional expenses, you’ll need to define the expense type. This is noted by the red error message warning you to do so:

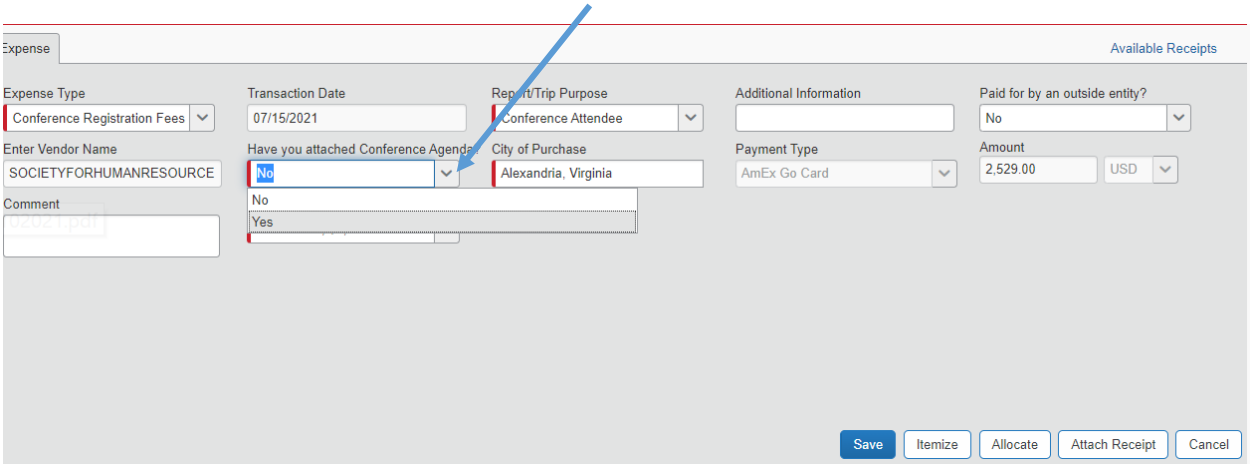


Click on the expense to change the expense type from the drop-down menu and choose the expense type that applies (conference registration, hotel, etc.):

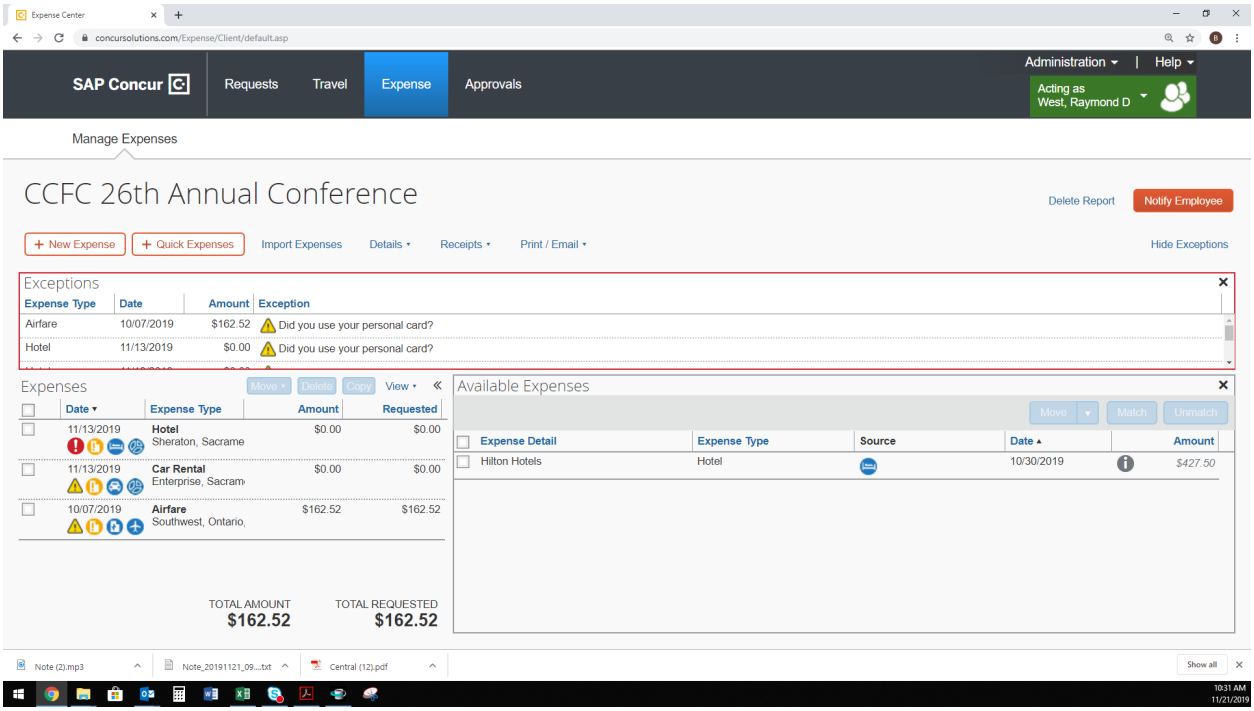




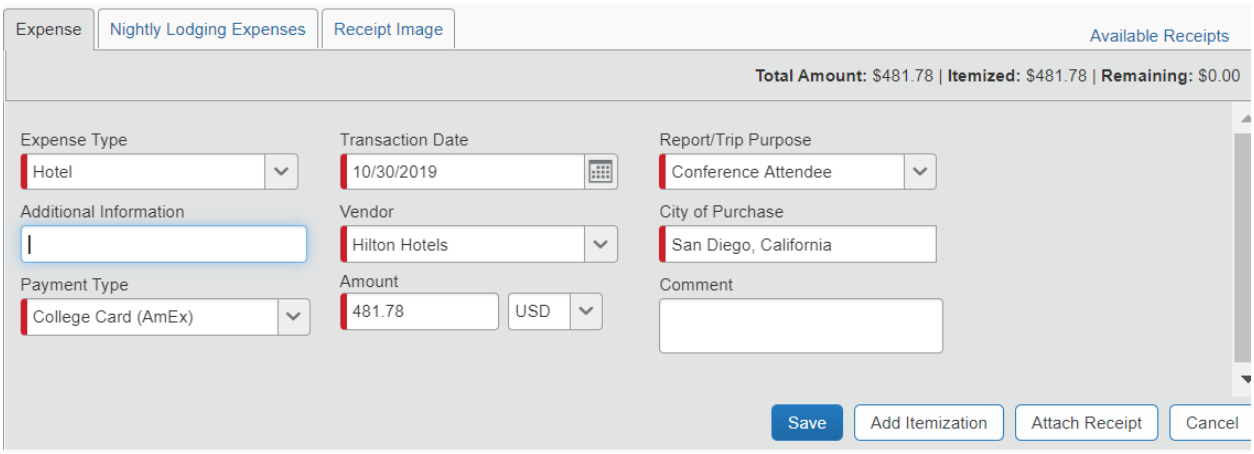
Note: When entering a conference registration fee, you will need to upload a conference or meeting agenda and change the "Have you attached Conference Agenda" question to "Yes".



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.

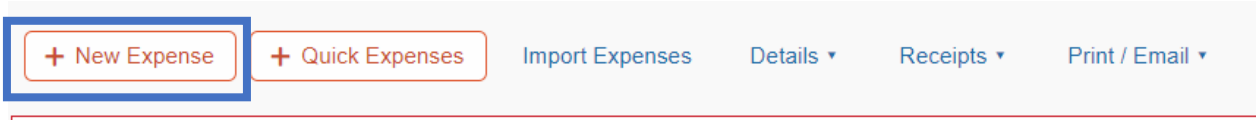


There are several expense types available to choose from in the drop-down menu.

- 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.

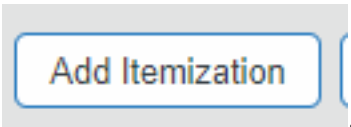
To add additional expenses to the expense report, click on “New Expense” at the top of the expense report:



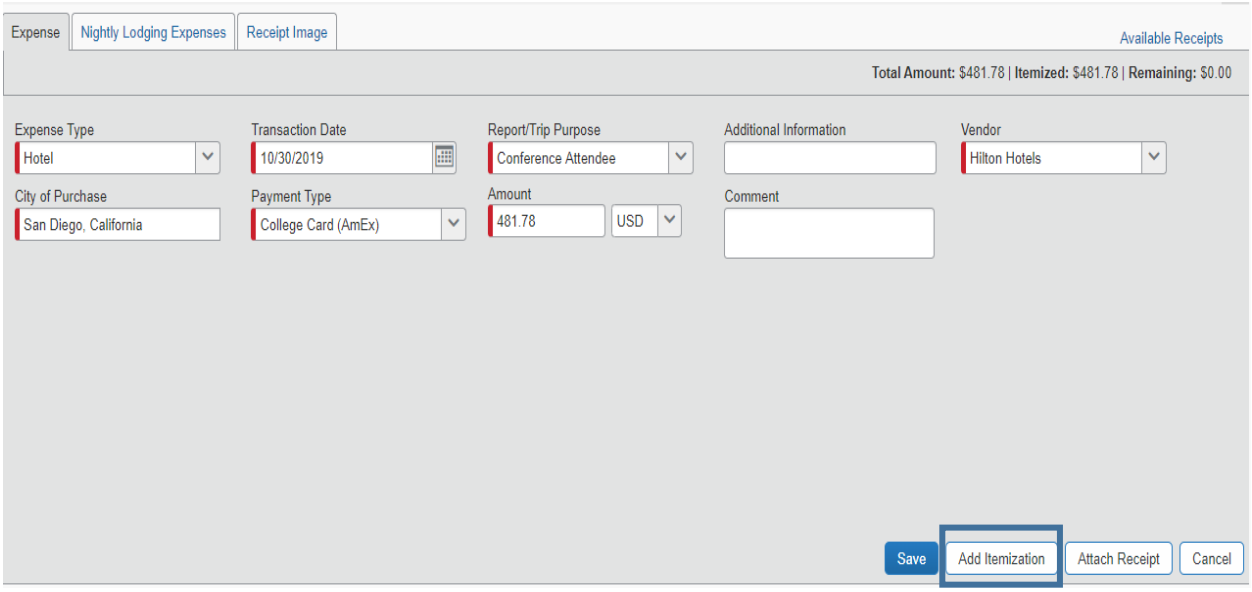
Select the expense type you wish to add from the displayed options. If necessary use “Miscellaneous” in the “Other Travel Expenses” section if you do not see the expense type you are looking for.

Adding Hotel Expenses

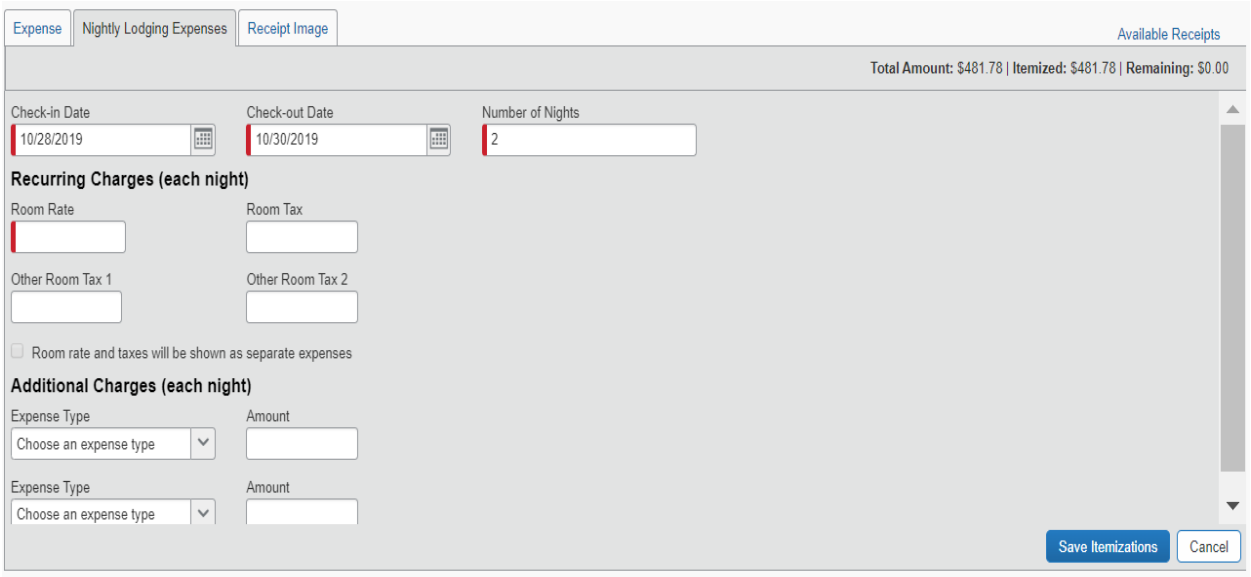
You will be required to itemized the hotel expenses. Enter the basic expense and click on “Add Itemization”



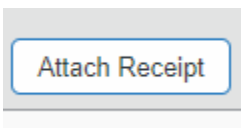
.



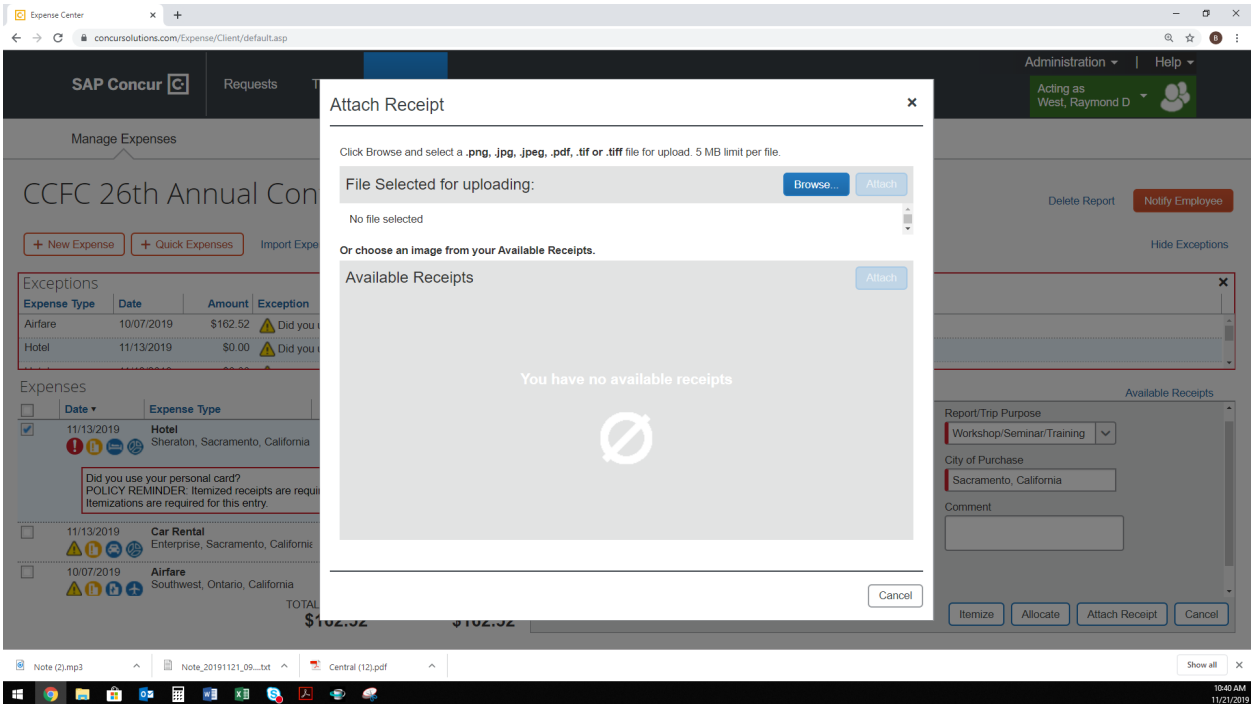
Refer to the hotel folio for room rate and tax information to add to the itemization. Click on "Save Itemization".



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

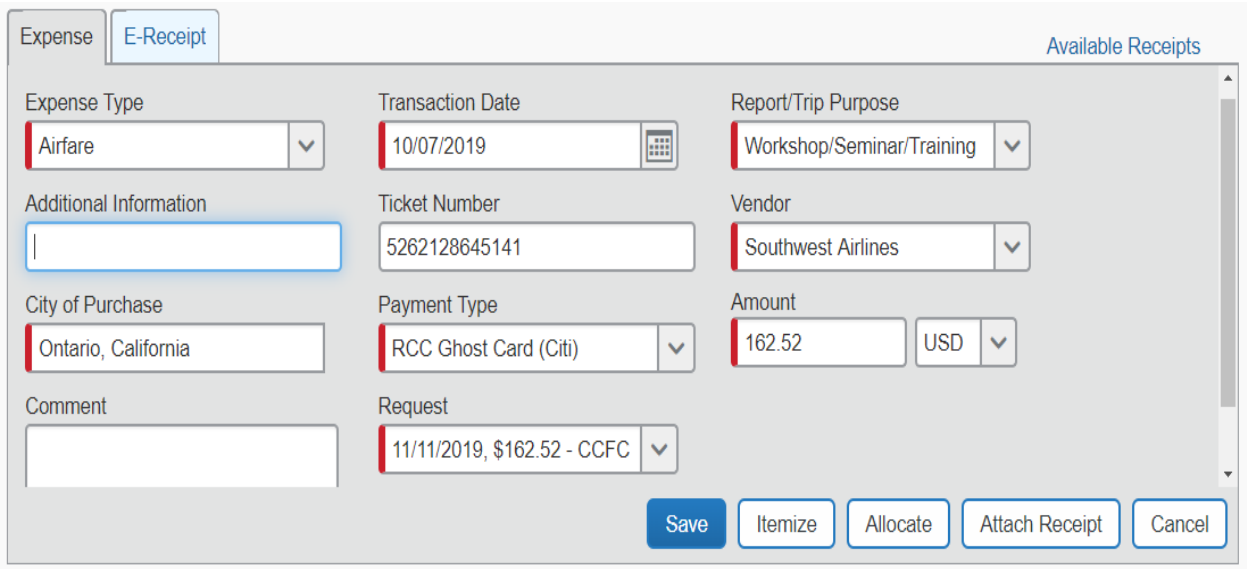


Next browse to select the file to upload and click “attach”.



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

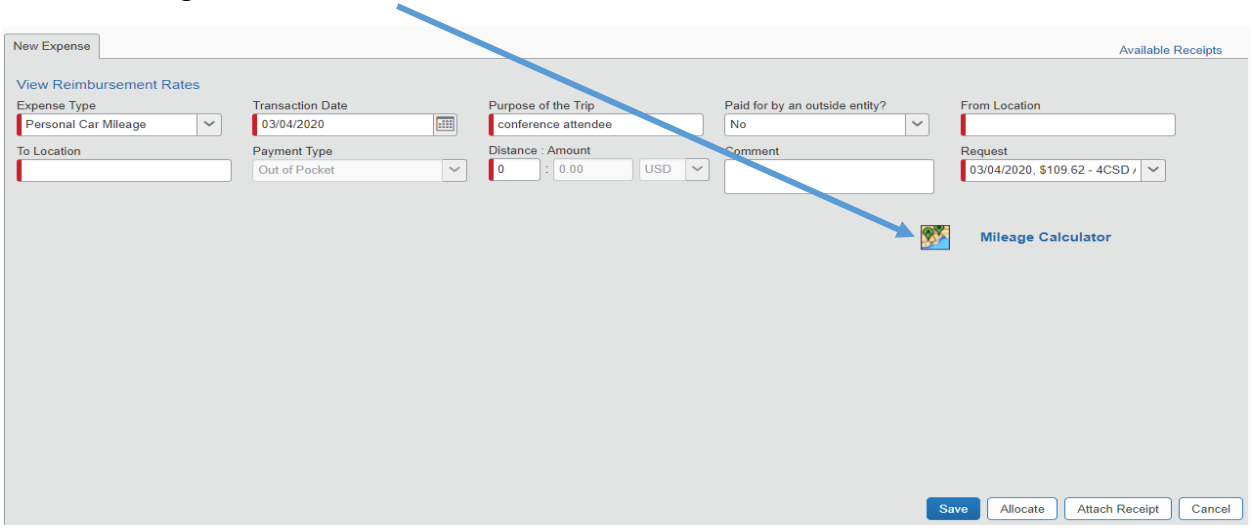
03. Mileage

Monthly Mileage Report

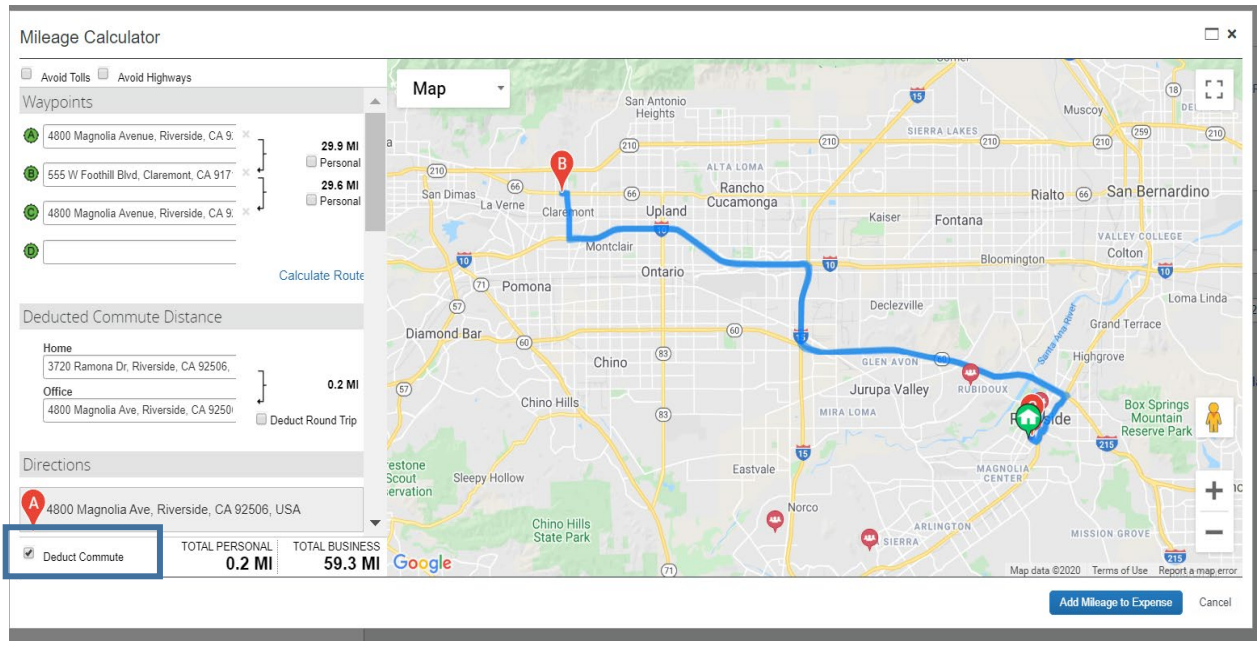
Personal Car Mileage

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”.



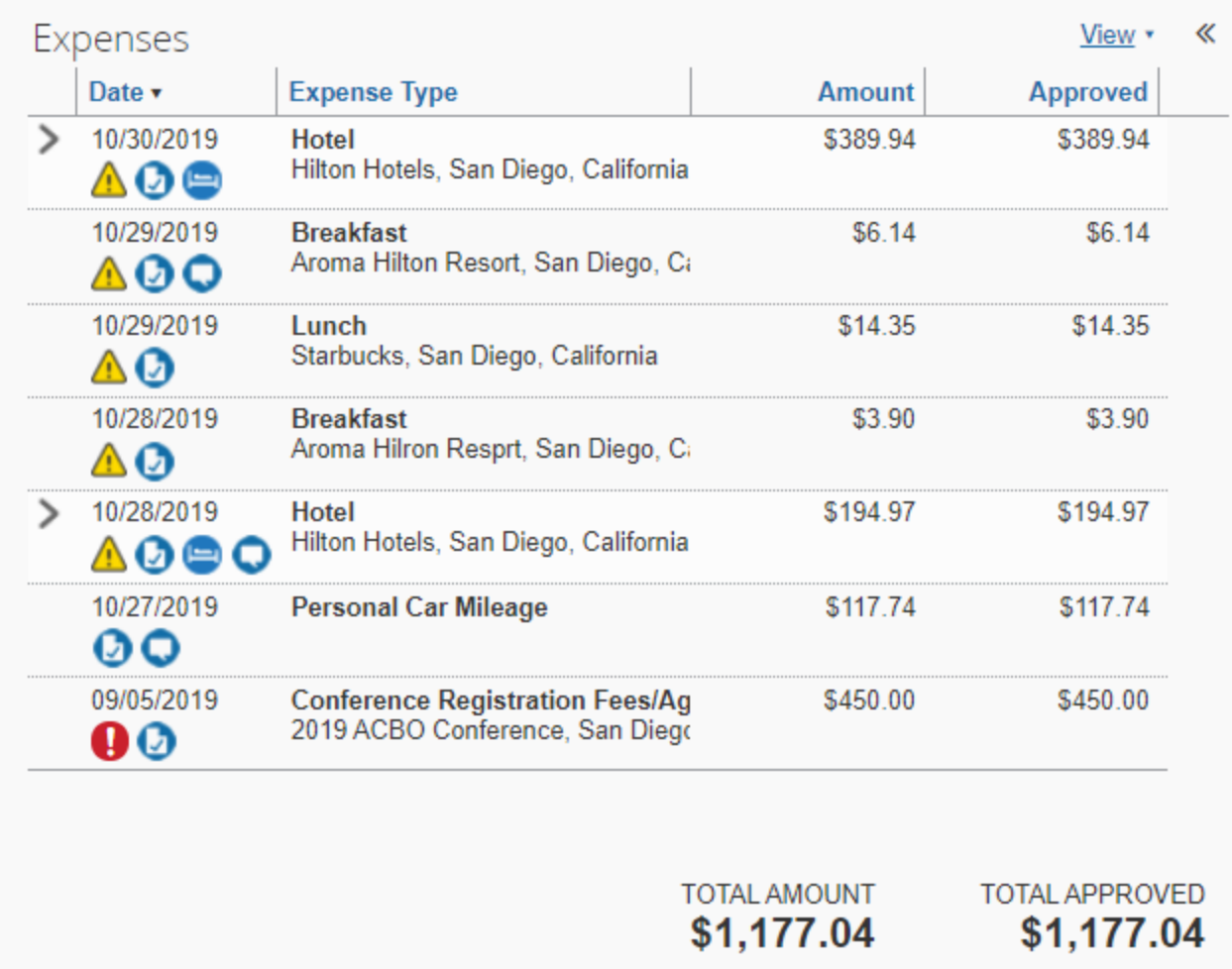
Next, click on “Add Mileage to Expense” and then “Save” to complete the personal car mileage entry.

Adding Other Expenses

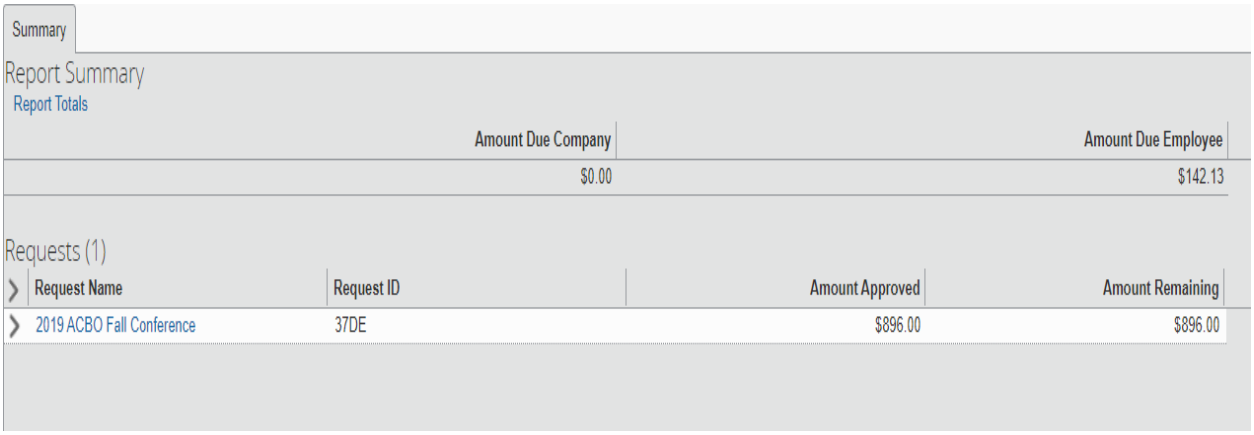
Continue to add additional expenses until all expenses and receipts have been added to the expense report.

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 <u>not</u> 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/or Delegate) must 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.

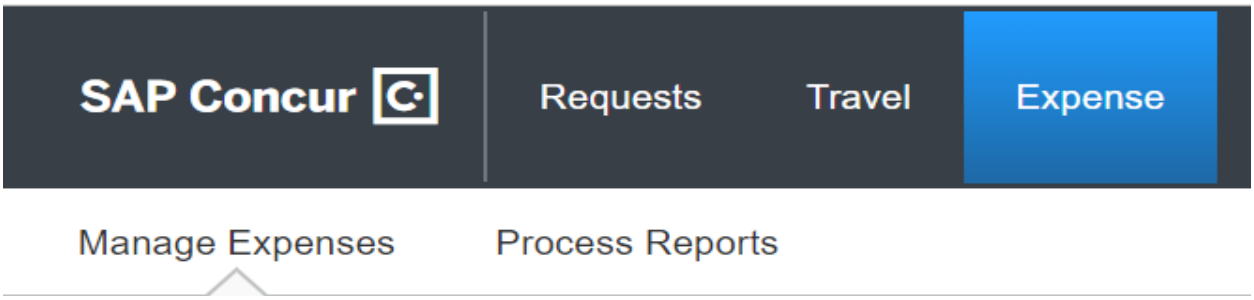
Creating your Monthly Mileage Report

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

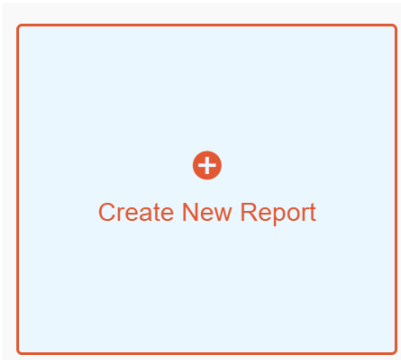
- Create one expense report for all mileage incurred during the month
- Enter a line entry for each day for Mileage (using Mileage Calculator)
- Enter Parking or Tolls related to the trips
- Attach receipts for Parking and/or Tolls

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.

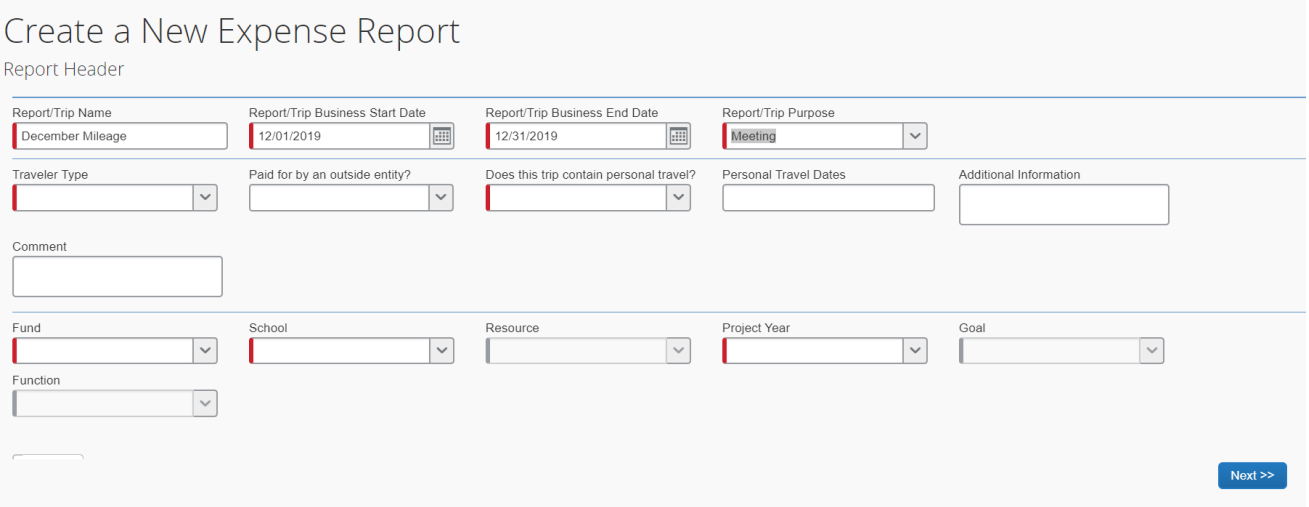


Click on "Create a new report".

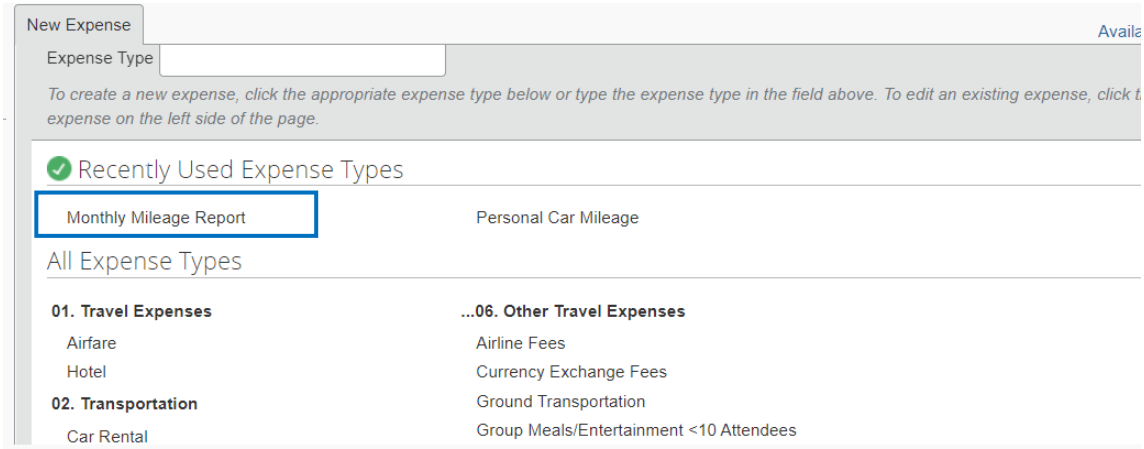


Complete all sections with a red bar (denotes a required field). For assistance in obtaining the appropriate budget string to charge, please contact your department.

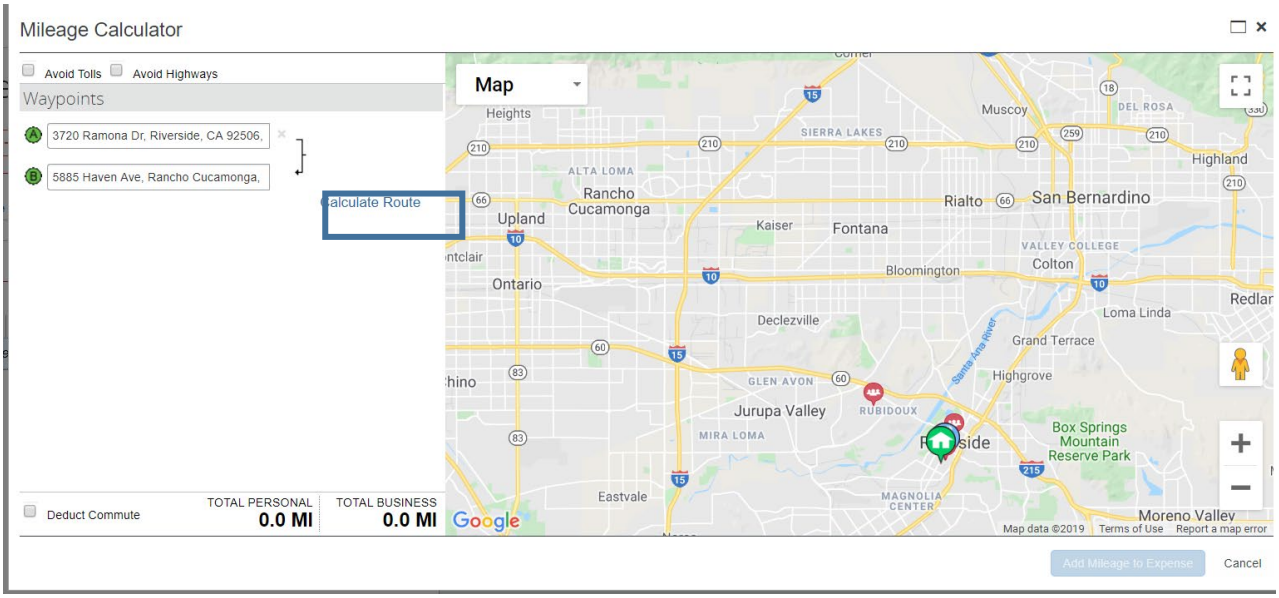
- Report/Trip Name n- enter the month the report is for.
- Start Date – select the first day of the month
- End Date – select the last day of the month
- Complete all fields
- Click "Next"



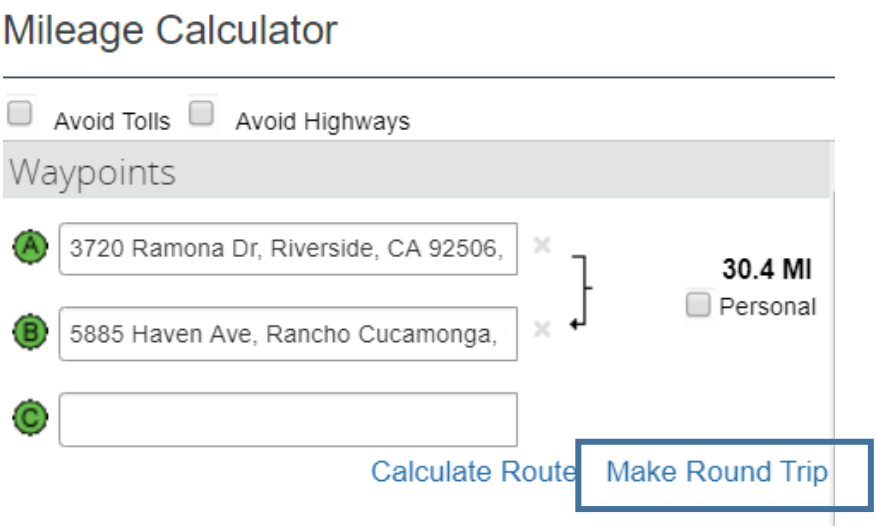
To add your trip information, be sure to select the "Monthly Mileage Report" as the expense type NOT Personal Car Mileage/



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.

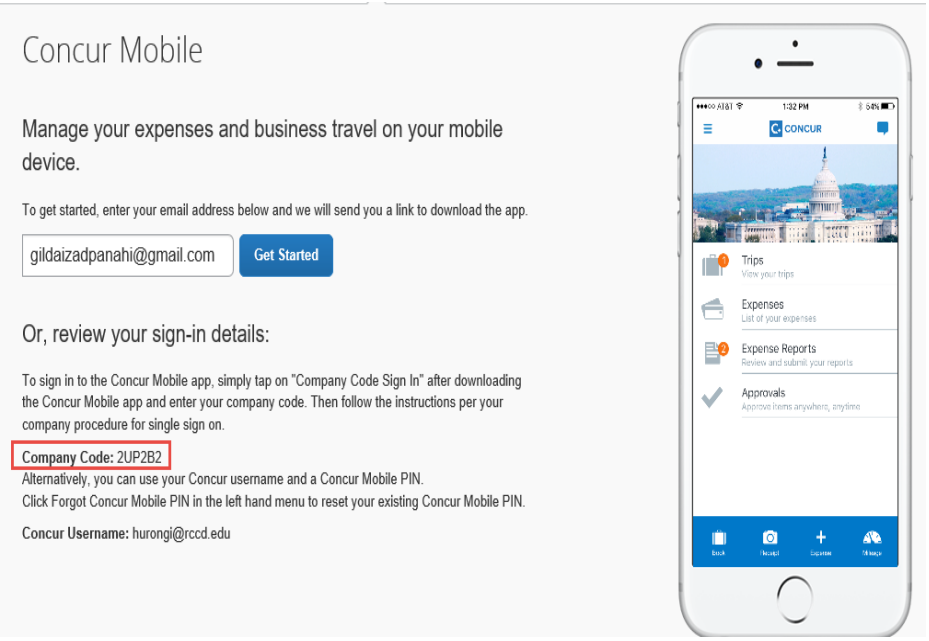
You must also register your mobile device through your Concur Profile. To do this, go to Profile Settings and scroll down to links on the left-hand side of the bottom of the page.

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



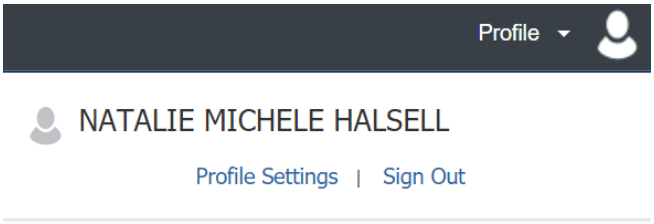
Section IV:
Instructions for Delegates

Assigning Delegates

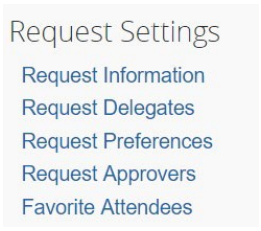
A delegate is an individual you assign to act on your behalf for both the travel request process as well as the expense reimbursement process. Please be sure to discuss the role with the individual you would like to assign as your delegate prior to doing so.

Travel Request Delegates

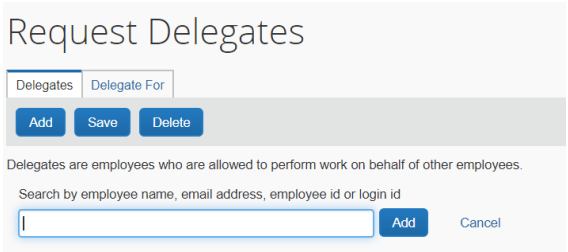
To assign someone to be your travel request delegate, click on the "Profile" icon and select "Profile Settings":



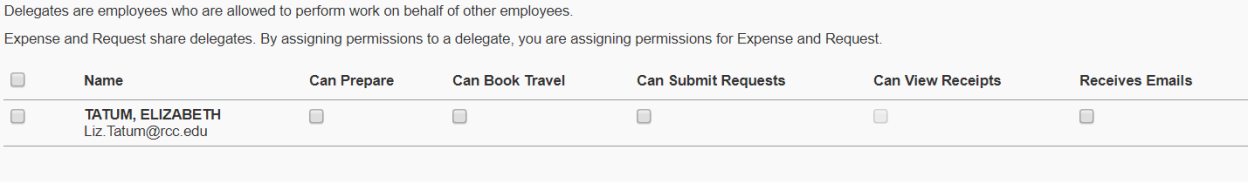
On the left-hand side of your screen under the Request Settings, click on "Request Delegates":



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.



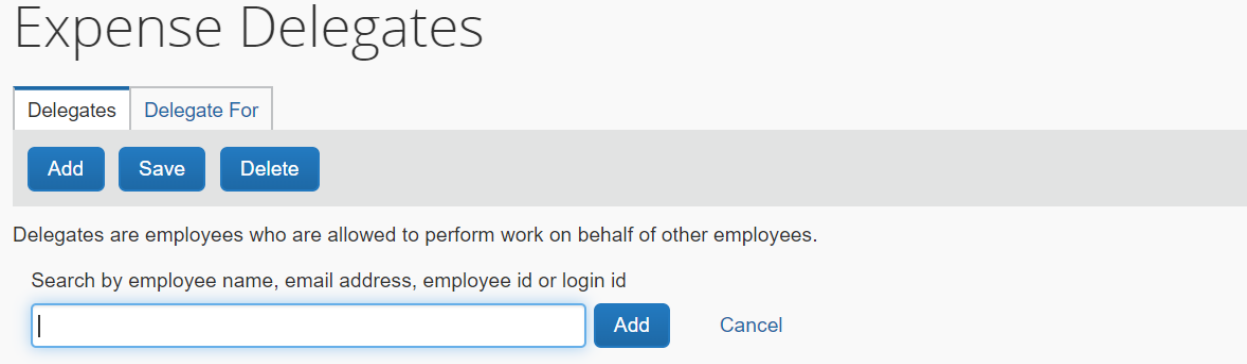
Once they are added, you will need to check each function you want the delegate to be able to perform on your behalf:



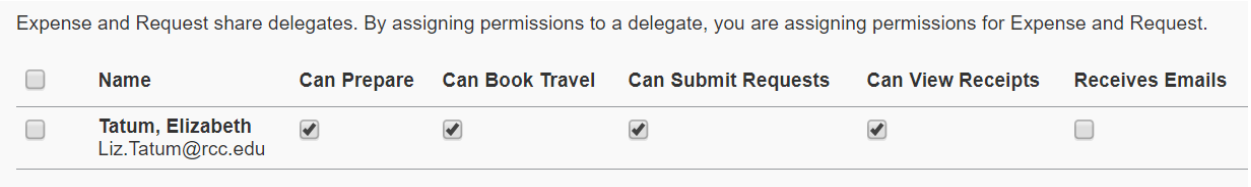
Click "Save" to save your changes. This individual will now be able to perform the functions you have identified on your behalf.

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.

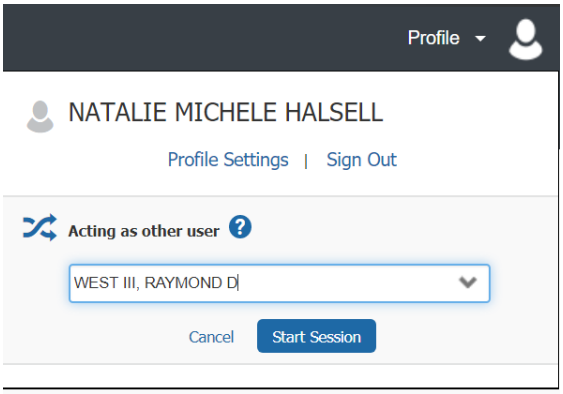
To work as a delegate:

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

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

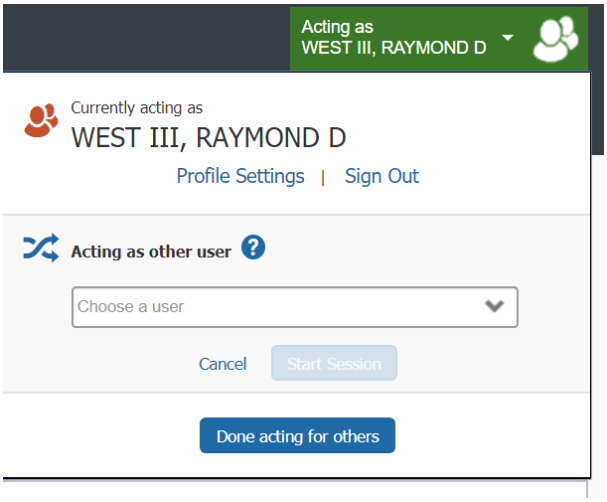
3. Select the appropriate user's name.

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"**.

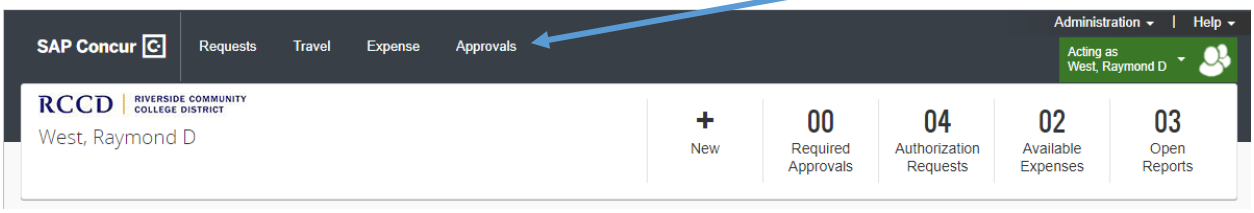
NOTE: The role of the delegate and the tasks you are asked to perform can vary from person-to-person dependent upon. For example, some administrators may wish their delegates to complete the travel request and/or expense reports on their behalf. A delegate may be asked to review incoming requests pending 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.

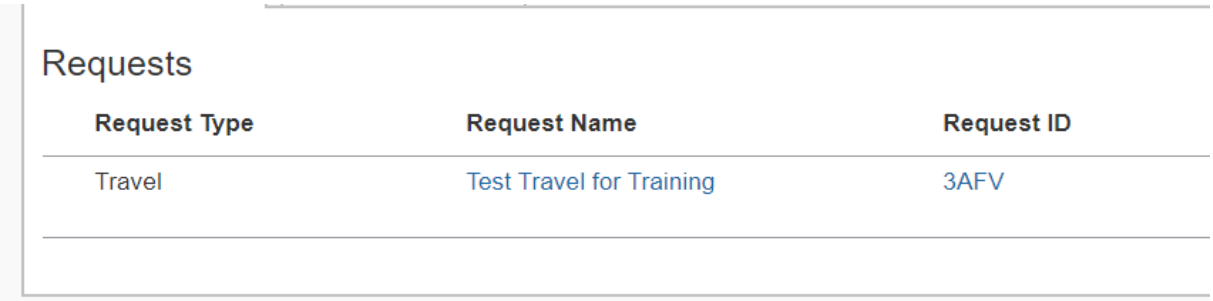


The approvals dashboard will appear. Click on either the **Request** tab or the **Expense Reports** tab to view items pending approval.

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.

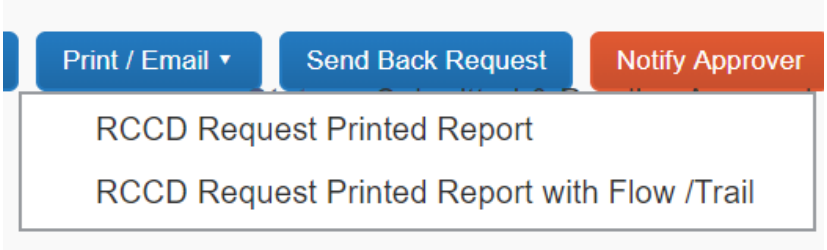
To view pending travel requests in Concur, click on the "Requests" tab and select the travel request you wish to review.



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

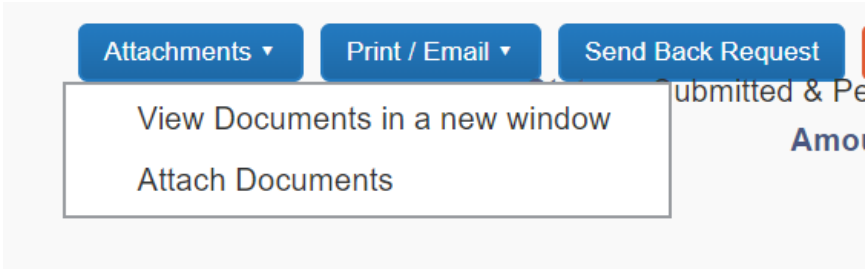
Request/Trip Start Date	Expense Type	Entry Description	Amount	Amount
01/24/2020	Airfare		$147.98	$147.98
	Allocations :	100.00% ($147.98) DDB 6729 0000 11 1000 0		
01/24/2020	Hotel		$1,085.00	$1,085.00
	Allocations :	100.00% ($1,085.00) DDB 6729 0000 11 1000 0		

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":



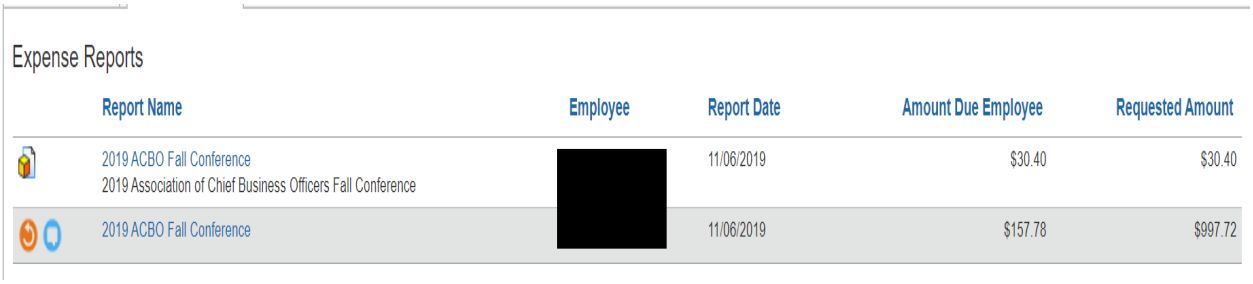
A new window will open with all of the attached documents appearing as one PDF document. Approver should scroll through to verify each expense type has a corresponding piece of backup attached.

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.

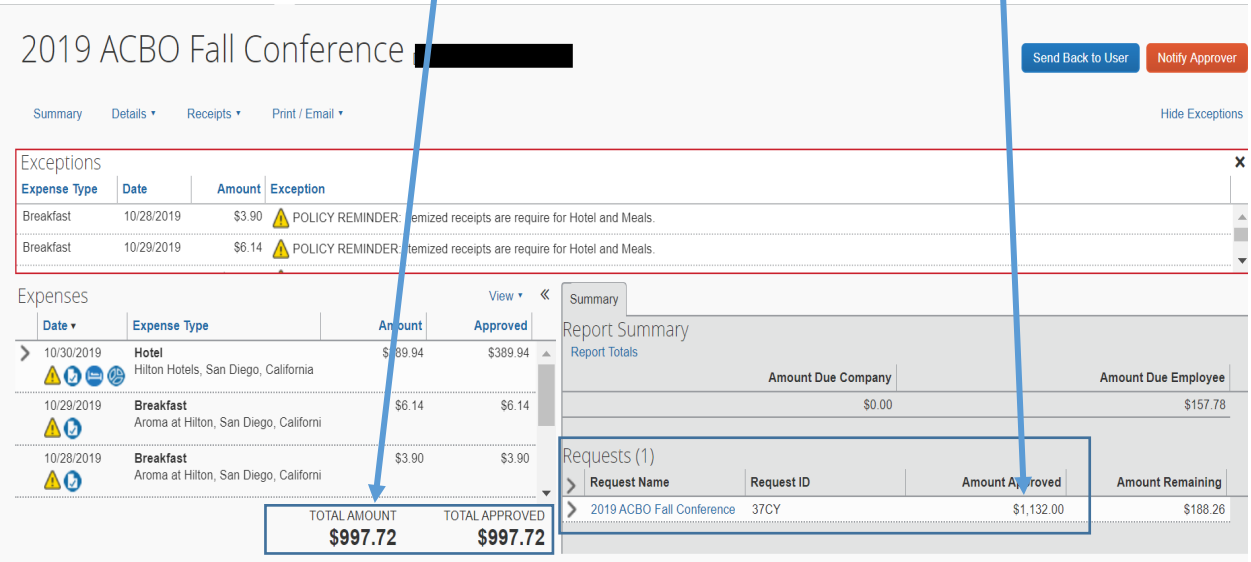
Once your review of the travel request has been completed, click “Approve”. The travel request will move to the next approver.

Approving an Expense Report

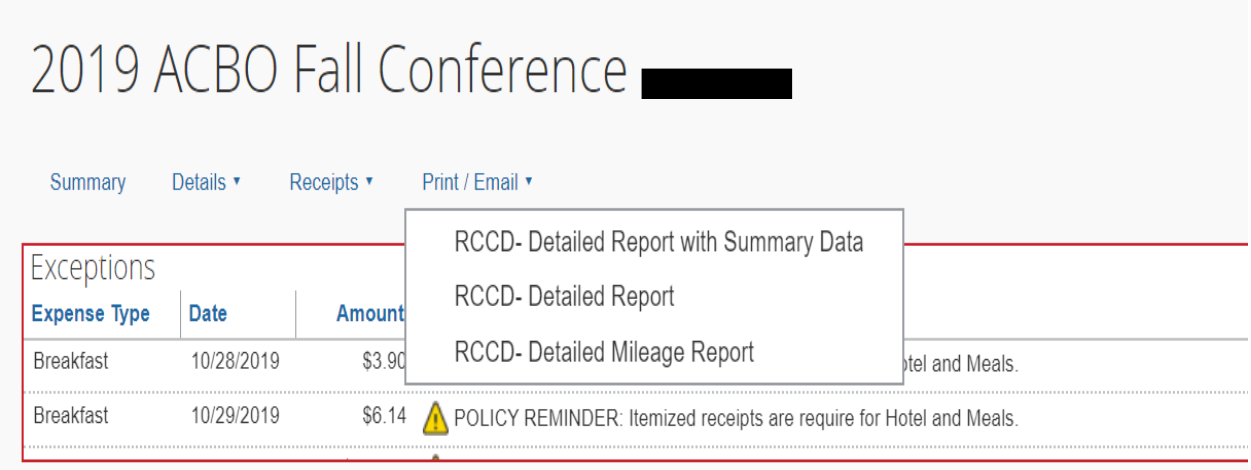
To review an expense report, click on the expense report you would like to review.



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.

Expense Report

Report/Trip Name : 2019 ACBO Fall Conference

Authorization Request

Request ID : 37CY

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						

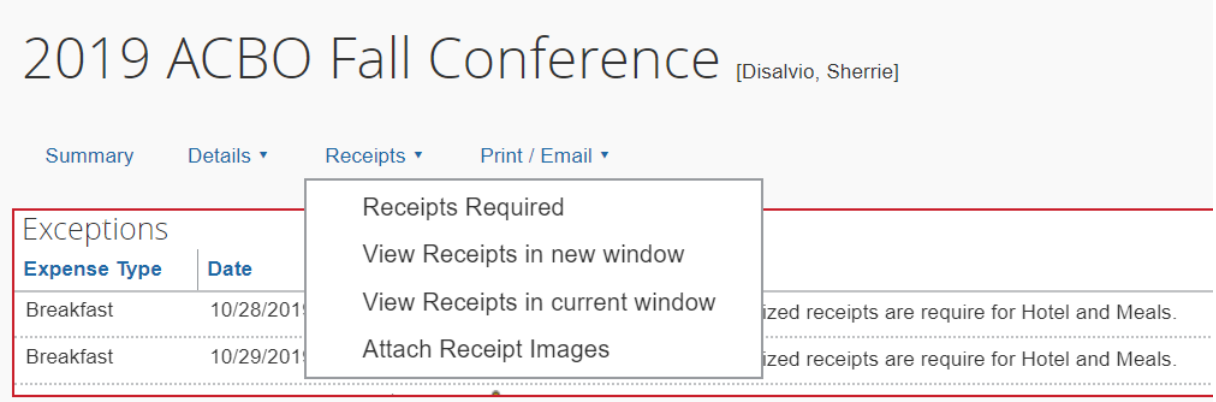
To view the total amount due to the employee, scroll down to the bottom of the summary page. This amount is noted under “Amount Due User”:

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.

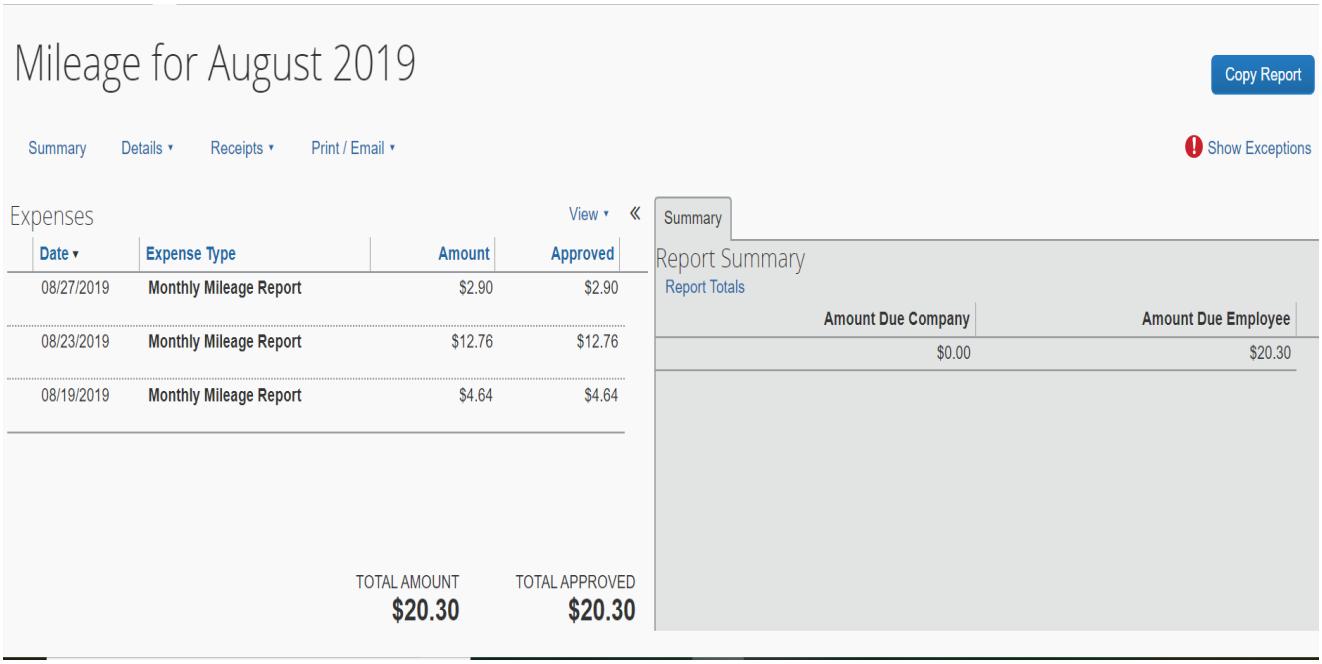
- Each expense type should have an itemized receipt attached with the exception of mileage
- Review mileage calculation is in compliance with board policy
- Verify a copy of the conference agenda is attached

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.

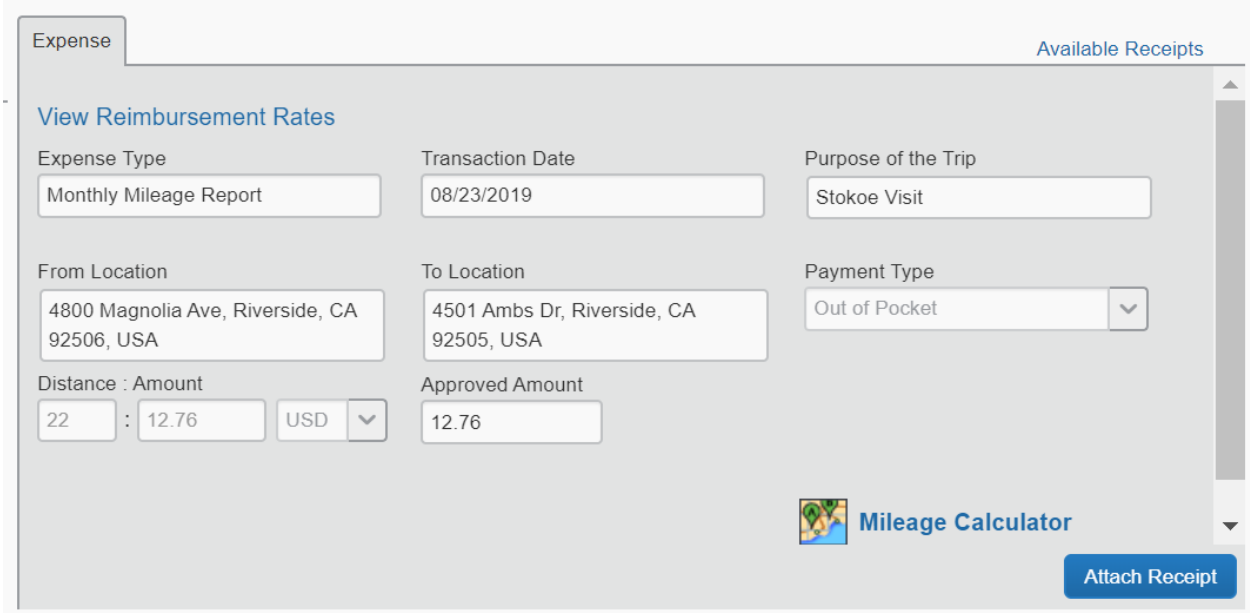
Once the expense report has been reviewed, click "**Approve Report**". Once approved, the request automatically forwards to Accounts Payable for reimbursement processing.

Approving Mileage Reports

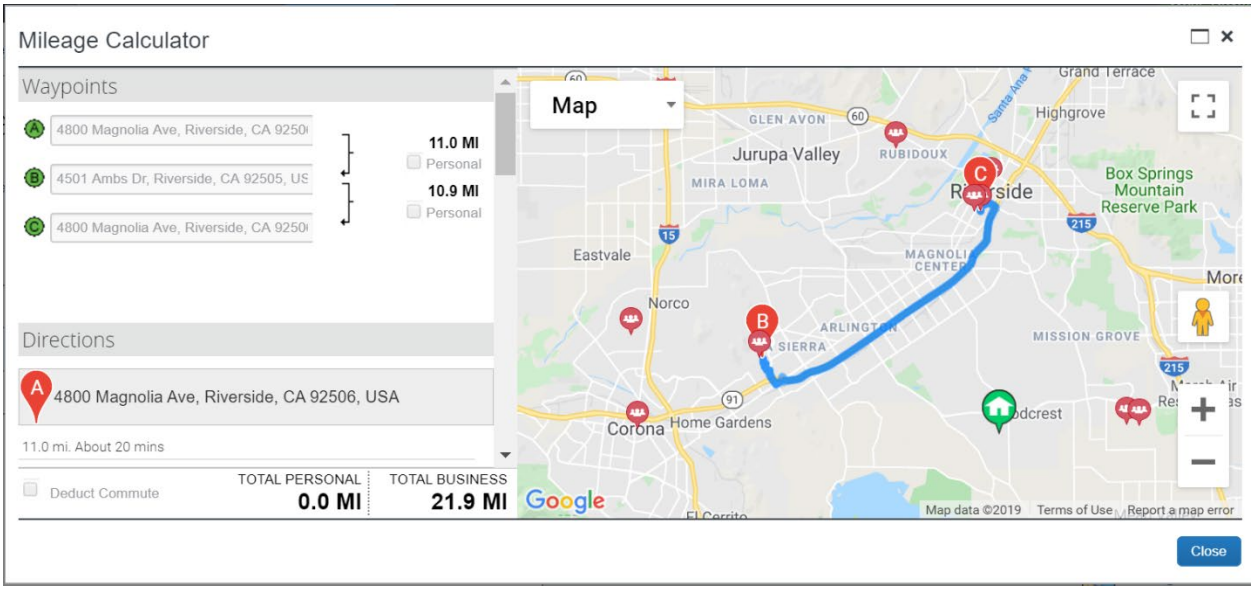
The process for reviewing monthly mileage reimbursements is similar to regular expense reports. Click on the Approvals tab at the top of your screen and select the "Expense" tab to view pending expense reports.



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: 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.

	Full Allocation	Indicates that the expense entry has been fully allocated.
	Partial Allocation	Indicates that the expense entry has only been partially allocated.

	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.