Concur 101 Webinar
04/18/2023
Q&A

Q **If you are traveling on a weekend, do you request mileage for the entire trip?**

A Mileage during travel will be reimbursed less the normal round-trip commute of a regular work day. If you are traveling on a day that is not a regular work day (such as a Saturday, if you do not work on Saturdays), you can request the full mileage accordingly. Please see the following page for more detailed information and examples: https://www.cu.edu/psc/calculating-reimbursable-mileage-and-ground-transportation

Q **If allocating for a non-employee who came in as the graduation speaker, do I need to itemize the hotel expense.**

A The Non-Employee Lodging Rates expense type does not require itemization.

Q **We have a faculty member from another department who has been approved for our department to reimburse their travel to/from one of our events. This faculty member is on leave but we don't know yet which type of leave. If the reimbursement process the same for this faculty member regardless of the category of leave (one semester sabbatical, one year sabbatical, or non-sabbatical)? And do faculty on any type of leave still have access to Concur?**

A In general, faculty members that are on sabbatical should still have access to Concur; however, I would recommend reaching out to us at PSC@cu.edu with the specific faculty member information and we can verify based on their specific job status classification in HCM.

Q **For hybrid employees, does a RT commute need to be deducted from mileage on days where they are working remotely?**

A RT commute needs to be deducted for any normal workday, regardless of where you are working from on that particular day.

Q **If you need to get pre-authorization for travel, then obtain it, and make the reservation for flights, how should the expense be handled *before* the travel occurs? I keep getting messages that my reconciliation report is 30 days past due even though the travel has not occurred yet.**

A As soon as you have transactions related to a future trip in Concur, you should create the expense report for the trip, assign those transactions to that report - ensuring that your future travel dates are in the header - and Concur will no longer send you notifications until after the end date of that trip is 30 or more days in the past.

Q **Is it required that we go into each per diem charge and add a purpose? (NAEP Conference, etc.)**

A You are not required to add business purpose for per diem line item entries, this information is included in the Expense Report header.

Q **When calculating personal car mileage, are you considered a local employee if you live in Boulder and the surrounding suburbs, i.e., Longmont, Erie, Lafayette, Superior and Louisville, and so we would deduct the daily commute on a normal workday from the total mileage requested?**

A Employees are not classified as local or not local. Employees are designated as "on-campus," "remote," or "hybrid." You will need to check with your department or campus HR to confirm the employee's designation and then submit for reimbursement according to that designation.

Q **How do I see a timestamp of when it was approved and who approved it? Not just that it was approved, but when**

A   This information can be viewed in the Audit Trail by navigating to Report Details > Audit Trail while viewing the expense report.

Q   **Can you book flights on airline websites with your procurement card? Or do you have to book in concur?**
A   All airfare needs to be booked within the CU travel program (Concur/ CBT) unless an exception applies. You can review the exceptions and requirements here: https://www.cu.edu/psc/internet-airfare

Q   **When attending a conference locally (downtown Denver) can providers submit per diem/hotel expenses for reimbursement?**
A   Per diem can be reimbursed when an employee is in travel status. Travel status definitions can be found in the PPS for Travel here: https://www.cu.edu/psc-procedural-statement-travel

Q   **If the traveler provides meal receipts, should the actual cost be reimbursed up to the max? or should per diem be used all the time? Same question if its a non-employee - actual receipts or daily meals?**
A   The travel policy will allow meal reimbursement up to per diem amounts. Departments (or sponsors/specific funds) can restrict this and only allow/reimburse less, but the PSC will allow up to the GSA listed per diem amount.

Q   **I recently booked a flight from Frontier. And I realized that they do not provide free baggage. Since the flight ticket is already issued, should I buy the baggage out-of-pocket and get reimbursement after the travel?**
A   You can use a personal credit card or your travel card to pay baggage fees when you are checking your bags.

Q   **I had a longer hotel stay that required 2 deposits. There is an account code for lodging deposits. Once the stay is done (and a third charge appears on my travel card), how can I reconcile it in the end? When i choose lodging charge, it requires itemization.**
A   If there were 2 deposits charged, they can both be submitted as lodging deposits. If you run into any questions when creating the expense report, you can contact the PSC Service Desk for additional help psc@cu.edu

Q   **What is the expense code for baggage fees?**
A   There is a baggage fee expense type in Concur.

Q   **There were some flights where I had to pay for a separate seat assignment, but I did not see an expense code for that so I entered as "business class or seat upgrade" and added comments. Is there a different expense code I should be using?**
A   Business or seat assignment would be the appropriate expense type to use.