Concur 101 Webinar
03/16/2023
Q&A

Q **How do I reconcile reimbursement on CONCUR? For example, during my last trip, JW Marriott accidentally overcharged my travel card and reimbursed later. I couldn't figure out how to reconcile the reimbursement. Thank you!**

A This will be touched in the webinar. Additional information is available here: https://www.cu.edu/psc/training/reconciling-travel-concur

Q **Also, quick question regarding the itemization option. In my understanding, itemization for hotels is a must. Should I itemize taxi, parking and others? What charges fall under itemization and what not?**

A Lodging is the only expense that requires itemization in Concur, however all expenses do require receipts that show itemizations of the charges.

Q **What are the pro/cons of booking international travel through Concur rather than CBT other than saving a $20 agent fee?**

A If you are booking a simple international trip, Concur allows you to avoid the $20 agent fee, you also don't have to wait for an agent to complete booking for you when booking in Concur.

Q **What if we don't have an expense card and are using our personal card - how do we add charges and attach receipts?**

A This will be addressed in the webinar. Additional information can be found here: https://www.cu.edu/psc/concur-expense-adding-expense

Q **Currently, it seems CBT "ghost card" charges for Airfare and Agent Fee are loaded into Concur as expense type "Undefined". Is it not possible to auto-populate the type as airfare/agent fee for these?**

A These should default to either Airfare (CBT/ Concur) or Agent Fee, when they do come through undefined, you will need to manually select the appropriate Expense Type.

Q **Hello, our department is having difficulties opening the Expense Delegates tab under Profile Options. We are a delegates for many departments and it gives us all an error "Gateway Timeout" The proxy server did not receive a timely response from the upstream server. Reference #1.f5d0df17.1678987191.29c17708 .**

A When you receive error messages like this, please contact the PSC Service Desk psc@cu.edu

Q **Are reports able to be made for trips that will happen in the future?**

A Yes, when you create your expense report, add the future travel dates in your Expense Report Header. Once you book airfare for a trip in the future, or pay other related costs like a lodging deposit, it is recommended that you do create the expense report for the trip ASAP so that you do not continue to receive aging expense warnings that are based on the transaction dates alone.

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Q **Feedback: CU has a specific definition for "Travel". I find it can be confusing to require employees claim reimbursement for local mileage (as an example) with the 'Travel Reconciliation' report type - even though the travel isn't defined as "Travel" per CU/PSC.**

A Travel definitions can be found in the PSC Procedural Statement for Travel - towards the top. These definitions cover both in-state and out of state travel as well as travel status which helps provide clarification on this topic. International travel is also defined in the policy page linked here: https://www.cu.edu/psc-procedural-statement-travel. That is considered in state travel, it's just not considered being in "travel status." Being in "travel status" opens up other things like per diem, which is why there is an additional distinction. You can travel in state without being in official "travel status."

Q **Even though I use the Mileage Calculator, my report still shows an Exception message that says "The Google Maps mileage calculator was not used ford this Mileage expense entry."**

A Please reach out to the PSC Service Desk for assistance with this error. Thank you! PSC@cu.edu

Q **For mileage, if you leave from home, on a workday, after work, do you deduct? Or if we leave/return on weekend, do we deduct the office mileage**

A This information is available on our Mileage Page: https://www.cu.edu/psc/calculating-reimbursable-mileage-and-ground-transportation

Q **So concur can tell if you are using your personal credit card, versus your travel card?**

A Yes. Calculations will be made in the system to process any expenses on a personal card as an out of pocket expense. vs. payment to the credit card for charges that were made using your travel card.

Q **How do you reconcile a refund transaction from a hotel/lodging?**

A All card transactions should be handled the same - you reconcile them in Concur. If your refund is to a travel card, you would add it to your related expense report and it would be a "negative" amount on the report. If you had already submitted the trip and the travel card refund came in later, you would create a new report and reconcile the credit to where you want it allocated. You would add notes explaining the refund and comments indicating the trip for which the refund is related, and submit in the system. Please let me know if we didn't capture what you were asking here.

Q **Which expenses do not required an attached receipt? For example, if it is booked through Concur, does it need an attached receipt? Could more information about e-receipts be added to the PSC website, if it isn't already there.**

A If the e-receipt includes itemization, it can be used as your receipt. For expenses that come through as a Travel Card receipt can only be used if the itemizations are included.

Q **I used my CU travel card for lodging, but in Concur this expense appears as "Cash / Out of Pocket" without any other selectable alternatives. Why is this?**

A You may want to work with your department, if you work for a department that uses delegates/arrangers. It is possible that someone added the expense manually before the card charge imported into Concur. If this is not the case, then please submit an email to PSC@cu.edu with the report name where you are seeing this so we can investigate this further.

Q **I know we are able to see Pcard billing addresses in our Concur profiles, is there any way to see our travel card address in Concur as well? Some people have been for years and have changed office numbers, so they don't know what address they have on file with their travel card.**

A The actual billing address for your card is on file with the bank. You can reach out to procurement.card@cu.edu or psc@cu.edu to confirm and/or change the billing address for either card.

Q **In your hotel example, shouldn't the tax be removed since we are a tax-exempt entity?**

A CU is not exempt from taxes when out of state which is typically where travel occurs. For In-State travel, taxes should not be charged, this is also dependent on the CO City tax rules.

Q **Is tax exemption only for hotels in Colorado since the tax is State tax?**

A The University is exempt from tax in Colorado and a few other states where there is an agreement in place (Texas, New York). This is overseen by OUC, but you can get more information from the webpage: https://www.cu.edu/psc/tax-exempt-status-0

Q **Can you clarify the Driving vs Flying policy and when the "airfare quote" is required? Does this apply if you choose to drive a rental card instead of personal vehicle to destination instead of flying?**

A University policy requires that travelers take the most economical means for getting to a travel destination. Mileage is considered excessive when it exceeds the approximate cost of a flight. The cost of a flight being more than the submitted mileage is evidenced by including the documentation showing those flight costs (the amount they were prior to travel). Unless there is a need like transferring equipment that can't be shipped, taking a group by van vs multiple airfare charges, etc., we would look for large mileage submissions to include evidence that the cost was less than a comparable flight to the same destination.

Q **Can you book flights in Concur with a personal credit card?**

A No, all airfare is charged to the CU Airfare card.

Q **Are we able to use our Travel Card to book Hotels for faculty traveling? Should faculty be using Concur to book hotel stays or are they able to choose their hotel and book through the hotel's website?**

A The traveler (faculty) would have to use their travel card to book their own travel. Yes, they can book directly with the hotel/ conference website.

Q **Is it required to add your itinerary if you are not using any per diem? (all meals were provided by hotel/conference)**

A The PSC would not require an itinerary if there were no reimbursements expected to be included/paid. Departments may have different requirements here, however, so I recommend you check with your department as well.

Q **I couldn't reconcile refund transaction from a hotel/lodging? Can you please demo how to do it? I have emailed PSC office a few days ago but there is no response**

A Refunds can be processed the same as the initial expense. For lodging you just wouldn't itemize.

Q **For conferences held in Denver, can we still reimburse per diem?**

A Per diem is not paid for same day travel. Full information on this is available under Meals an Incidentals on the PSC Travel Procedural page: https://www.cu.edu/psc-procedural-statement-travel

Q **The "drag and drop" receipt functionality does not appear to be working on the first try. It works on the second try. Will this be fixed?**

A We are not aware of any issues with the drag and drop functionality. Please reach out to PSC@cu.edu for assistance if you are encountering issues.

Q **Is there a way to automatically get a confirmation when booking travel for a delegate. Do I have to ask each faculty member to email it to me or is there a way to globally add that?**

A When individuals are added as delegates for another employee in Concur, the delegate set up has options for receiving communications on behalf of (in addition to) the traveler. For more info on how to set up delegates, please see: https://www.cu.edu/psc/concur-how-identifying-delegates-concur-travel-expense-system

Q **BioFrontiers Finance oversees expense reports (pcard, travel, non-travel) for our people (PIs, faculty, staff, students, etc.) and they have recently started receiving communications that are causing confusion and panic.**

The aging procurement card, travel card/airfare transactions reports sent on the 15th of the month has generated much confusion/concern. It's good for BioFrontiers Finance to know the status of these transactions and we receive different reports that give us this information; however, it is not necessary or helpful for our employees to receive these communications.

Another email was received by a traveler upon return from the trip implying they should create an expense report and to contact PSC for assistance, which is not our internal process.

Can consideration be made that these communications have varying audiences and that they may not be applicable to all?

A In regards to those reminders that go out on the fifteenth of the month to employees, we understand that for some departments that doesn't exactly match the process that departments have set up internally. However, the PSC is following the policy that dictates that those charges are ultimately the responsibility of the employee. We cannot remove that onus from them by withdrawing those communications. These communications are universal, so the way that they work for an employee in one department is not going to be different than the way they work for an employee in another department. So what we recommend is working internally to set up some guidance to address those with your department staff to try and get ahead of some of that concern. Ultimately, at the end of the day, employee expenses, regardless of how our department sets that up internally, do actually belong to that employee. That's their obligation and we cannot undo that.

Q **How can you reconcile a meal expense that was incorrectly charged to by an employee to their travel card. I am the employee's designated travel assistant. Thank you!!!**

A This would be reconciled as a personal expense.

Q **Why was the View All feature removed?**

A Hello, I'm assuming you are referring to the View All option when viewing previously submitted/approved expense reports. If so, to improve system performance, Concur removed the View All option and put in place a 'Date Range' search instead.

Q **Are we now allowed to submit more than one P-card report per month?**

A We recommend that you submit one procurement card report per month.

Q **I already submitted 2 flights in Concur for April and July travel. I assigned these flights to a report but they are not submitted. They're currently just sitting in my manage expense tab. Can it stay like that until after I've traveled and then I have 30 days to submit or will that amount potentially show up as taxable income because it will have been sitting there for more than 90 days?**

A When you have travel-related expense that's in the future or the recent past, you want to get those assigned to an expense report and make sure that your trip dates in your expense report header are correct. Those trip dates in the header are what create the triggers for the taxation of those expenses if they're not submitted timely. Once you assign those expenses to that expense report with the dates in the header, you should no longer receive those warning emails that you are at risk of getting taxed if you do not take action. Warnings will only be sent to those individuals with aging expenses that are either not related to a trip or not assigned to a report.

Q **If we have expenses like office supplies, do we have 30 days to reconcile that in Concur?**

A We encourage employee's departments to submit expense reports immediately, as soon as possible. For cash advances, that's really tied to the 30 day submission without additional penalty. For any expense report, whether it is reconciling your procurement card charge, travel-related travel expense, or travel card expenses, it is 90 days from the transaction date or last date of the trip, if applicable. 30 days is recommended because all of your transactions on procurement card, travel card, or out-of-pocket expenses are not visible on your department's general ledger, until they are submitted and approved through Concur. The actionable deadline is 90 days in most cases, aside from cash advance.

Q **If I ordered office supplies and the arrive 2 or 3 weeks apart, can I wait and put them together on one expense report to reconcile or do you want them done immediately and separately?**

A You can wait and put them together. We recommend that for procurement cards specifically, that you submit one report per month so everything that is available in Concur at the end of the month be submitted all together. And then the following month, whatever charges import for that one will get reconciled in that month's report. Some departments may have different guidelines for their staff, sometimes they can be more strict than that. They just cannot have policies that go longer than the PSC's policy. If department's policies say they want expenses reconciled in 30 days and the PSC's policy says 90 days, then departments are at liberty to do so.

Q **When I'm preparing an expense report for my supervisor, I don't have an option to submit, I only have the ready for review option. I'm assuming the report goes to my supervisor for review and they submit on their end. Is this correct?**

A Yes, it is the employee's responsibility to submit all of their business expenses. This is also a Concur function - for all organizations using Concur, delegates cannot submit on behalf of the employee. Employees must submit their own expense reports.

Q **When I click on expense at the top, it shows the receipts that I uploaded at the bottom of the screen. When that expense report gets submitted, will the receipts tied to that report go away from the bottom of the main page?**

A Yes, the receipts shown are available receipts until such time that you apply them to an expense. After that point, they go along with the expense and they disappear from your available receipts area.

Q **A hotel accidentally overcharged me on my lodging and they reimbursed me for the same amount on my travel card. How do I reconcile this?**

A If the amount of the original charge matched the reversal, the 2 should wash. You should try to include them in the same expense report and use the same line item reconciliation for both amounts to avoid accounting problems at the end of the fiscal year. So if you used "lodging" for the original charge, you should use "lodging" for the correcting, offsetting charge so the 2 line items match up. Concur will let you submit that negative amount as a credit.

Q **I work for Boulder Advancement and we have a large number of staff members that not only travel out of state, but who meet with donors locally. I also create and compile expense reports for about 40 of these staff members. When I use Employee Non-Travel Expenses as the report type for these local expenses, I can't put in their mileage or parking because that is only found in the Travel Reconciliation report type. I also can't create a new expense for the toll road (Transportation). In another webinar I was told that even though the Official Function charges could be employee non-travel, that I can use the Travel report type so that mileage and parking can be put on the same report instead of creating multiple reports. However, when I use that expense type, I have to put in travel dates. So, since we do only one "Local" travel report per month for each staff member, I have been putting in the first day of the month to the last day of the month. Is this the best date range to use? Because, in this webinar it was stated that you would go by those dates in order to determine if tax would be charged on expenses over 90 days old. This would allow some local**

expenses, in essence, to be more than 90 days old and not be taxed. Should I instead use the first day of the month to the first day of the month? Please advise.

A In the instances where in-state mileage/parking expenses are incurred frequently over extended periods of time, we recommend submitting all such expenses at least once per month. For example, advancement could submit a travel expense report for all trips take in March, and they would use the travel dates as the first and last mileage entries being submitted on that report. We would then expect that the report be submitted promptly following the end of the month/last trip logged in that month so that the business expense submission is meeting the requirements of the accountable plan (90 days). There are internal audit reviews that look for mileage submissions that extend over long periods of time, so submitting monthly (and promptly at the end of the month) is the best way to ensure compliance with the University's accountable plan requirements. I want to stress that you would want to get these submitted as soon as possible after the month ends, so we aren't running into issues where a few days makes a difference on the taxable piece. This is important to remember because the report can be submitted either way, and if the mileage entries fall more than 90 days in the past from submission date, they will be picked up regardless of what the report says. This is how in-state travel is reviewed because of the higher frequency of submissions over time on a single report. The best approach is to ensure that reports are first submitted well within 90 days of the last mileage entry on the report, regardless of the dates on the report header. Out of state travel makes that report header date more reliable for the taxable piece count-down.