

CONCUR AND TRAVEL FREQUENTLY ASKED QUESTIONS

(FAQ'S)

1. Why do we use Concur?

We had many employees that expressed concerns with charging travel on their own cards and waiting for reimbursements. We were asked to find a travel program that would eliminate the use of personal cards for things like flights, hotels and car rentals.

***Please create a TRV first and have it fully approved before you book a trip.**

2. If I book through the conference, I can get a cheaper rate. Do I still have to use Concur?

Yes, it's now our standard form of booking and paying for travel. Our Administrative Regulation (AR 3350) stipulates the mandatory use of the District travel program. (Concur)

3. If that is the case, how do I find a similarly priced hotel close to the conference?

Once you log into Concur, you can do a search of all hotels within a certain distance range (as close as 1 mile) from the conference location. Sort by "Distance" by selecting the drop down located under the map. This will bring up a list of hotels meeting that distance criteria.

4. When should I book travel?

Please wait until after the TRV has completed the approval trail, not just entered into the system. You may book a trip on Concur once a TRV reaches "Personnel". Please see screenshot on page 4.

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5. Why am I getting an error when creating a profile for a new traveler?

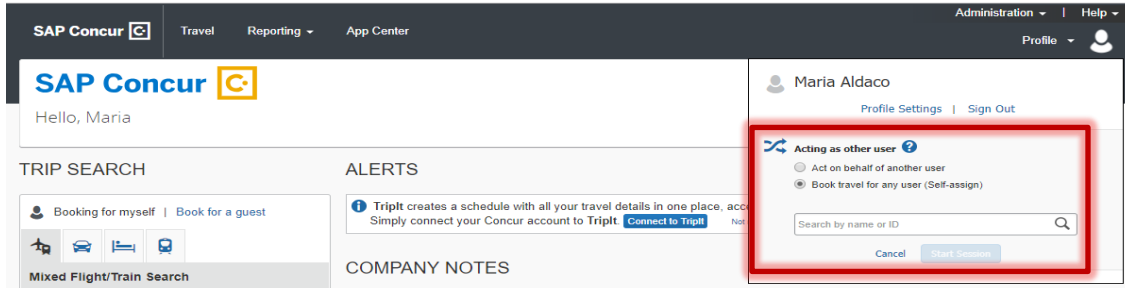
The number one cause for the error is entering the wrong CTE Login Name. The travelers work email (rialtousd.org) should be entered in the "CTE Login Name" (Red Box). The travel arrangers work email should be entered in the "Email Address" (Purple box).

The screenshot shows the SAP Concur 'User Details' form. The 'CTE Login Name' field is highlighted with a red box, and the 'Email Address' field is highlighted with a purple box. The form includes fields for Title, First Name, Middle Name, Nickname, Last Name, Suffix, Password, Verify Password, Account Activation Date, Account Termination Date, and Employee ID. The 'CTE Login Name' field is labeled 'CTE Login Name* (must be suffixed with a valid domain)'. The 'Email Address' field is labeled 'Email Address'.

The second cause is the traveler already has a profile created. Please make sure you check before you try to create a new profile.

6. Why can't I find the profile I just created?

Please make sure you search for the new profile by selecting "Profile" on the top right corner of your screen, select "Book travel for any user (Self-assign)" then type in the travelers name in the search bar, select the traveler and start session.

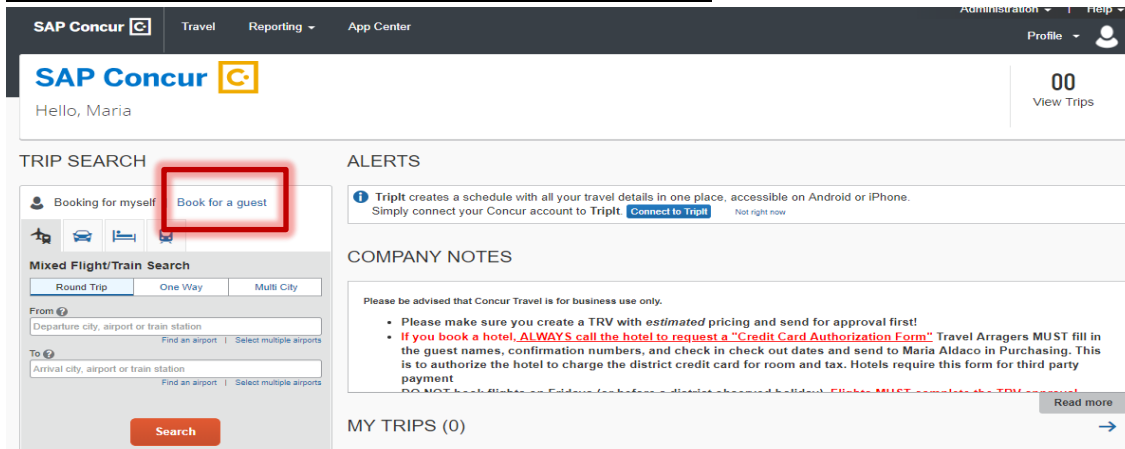


***Please create a TRV first and have it fully approved before you book a trip.**

7. Why do I need to request a credit card authorization?

It is a hotel form that gives them consent to charge a third party (the district) credit card for room and tax. Although the district's card is pre-loaded on Concur, that is only good to RESERVE the room, not PAY for the room. The hotel will not charge the card without the form. This is standard hotel policy to ward off fraudulent activity. All travel arrangers are responsible to obtain the form (or link) and forward to Maria Aldaco via email. In the email (not the form), please be sure to write the travelers name and travel dates. If this form is not received, the hotel will charge the travelers personal card upon arrival.

8. Do I create a profile for parent or student travelers



STUDENT/PARENT/NON-EMPLOYEE TRAVELERS:

- Always book student/parent travelers as a guest - never create a profile.
- Create a REQ covering the student/parent lodging/airfare expenses.
- Make sure to include "***BOOKED VIA CONCUR***" in your requisition.
- Upload board approval, event information and concur itineraries to the req.
- Staff attending the event should not be included in the REQ, their TRV will cover their travel.

9. How do I get pricing to put into the TRV without booking the trip?

The best way is to go onto Concur and get estimated pricing for airfare and hotel. It is best to estimate higher than what is shown because hotel taxes and fees are not included on the Concur price. Write down the estimated price for the TRV. Fiscal is aware that it will be an estimated priced.

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10. Should we send the hotel receipt /Folio to Purchasing or just upload to the TRV?

Scan hotel receipts for room and tax charges to Maria in Purchasing.

Parking receipts will need to be uploaded to your TRV.

11. What do we do if a traveler has to cancel a trip?

First contact Maria to notify her of the cancellation to make sure our district card has not been charged, and then contact the hotel directly to cancel the reservation. All hotels have different cancellation policies and time-frames. If they do charge a cancellation fee, it is important to keep the TRV open and active as Fiscal will need that to reconcile the cancellation fee. If an employee didn't show up to a hotel, the hotels will still charge a "no-show" fee.

*To cancel a flight, please contact Concur directly at **916-376-3989**.

12. My traveler just checked their credit card statement and realized the hotel charged their card for the total cost! How can we fix this?

It is VERY important that the traveler acknowledges what they are signing for. Most of the time they override the authorization form by agreeing to pay the total cost. If they asked for a paper receipt at the time of check out (as they should), this issue could be avoided or corrected by calling Maria in Purchasing. Travelers should collect a receipt upon check out to verify all charges are correct. If their card was already charged, they will have to obtain a receipt, upload to the TRV, and seek reimbursement.

13. What are the travel steps?

14. Create a REQ for the Conference fees.

Make sure to register all attendees first! If the registration asks for a PO number please enter the REQ number. PLEASE DON'T FORGET TO WRITE THE REGISTRATION CONFIRMATION NUMBERS ON THE REQ!

If there is a Payment deadline, early bird deadline or vendor does not accept PO's it MUST be stipulated in the REQ:

*****VENDOR DOES NOT ACCEPT PO'S – PLEASE SEND CHECK BY _____ *****

If the vendor only accepts credit card payments, you must send a request to Maria Aldaco to use the CC. Please attach conference and payment info to the email.

If the vendor requires a PO upload to complete the registration, please stipulate on the REQ and send through. I will email you a PO once the REQ arrives to my location. After you complete the registration, please send the confirmation to Maria.

If vendor requires a faxed registration with the PO, make sure you attach completed registration forms to the REQ and stipulate on the REQ:

*****PLEASE FAX REGISTRATION FORMS WITH PO*****

- **Create a TRV for Employee travelers.**

If a traveler requires lodging or airfare, you may browse Concur for a ball park of the travel fees. Do not book at this time, just search by date and location to get an estimated price. Enter a higher amount than what is shown on Concur as that cost does not include hotel tax or resort fees.

- **Send TRV for approval.**

Make sure to upload conference brochure, flyer, agenda, etc.

- **Be sure to keep an eye on the TRV status**

The TRV status can be located next to “Current Step” (see below in red box).

Travel Request

Document #: TRV191301 Current Step: Education Services Status: Open

Emp. Last/First/Middle Name: D'Souza, Edward
 Job Title: LEAD ACADEMIC AGENT (MATH/SCI)
 Work Site: Chavez/Huerta Center
 Name of Conference: South Coast Section Fall Conference Adult Ed.

Address 1: 400 E Tahquitz Canyon Way
 City: Palm Springs State: CA Zip: 92262
 Address 2: County: Riverside County

Conf From Date: 11/16/2018 Conf To Date: 11/17/2018
 Departure Date/Time: 11/16/2018 08:00 AM Return Date/Time: 11/17/2018 05:00 PM

Description: Presentation on Adult Ed Consortia Issues, Data Management, CTE, Math Strategies, College and Career Readiness Program.

Rationale:

| Line | Expense Type | Description | Qty/Days | Employee Amt | PO/Sub. Amount | District Card | Total Estimate | Req. # | Delete |
|------|--------------|-------------|----------|--------------|----------------|---------------|----------------|--------|--------|
|------|--------------|-------------|----------|--------------|----------------|---------------|----------------|--------|--------|

- **You may book a trip on Concur once a TRV current step is “Personnel” or “Personnel Services, Sub Desk”. It is your responsibility to follow the TRV and ensure it gets pushed through the trail.**

Travel Request

Document #: TRV191115 Current Step: Personnel Services, Sub Desk Status: Open

Emp. Last/First/Middle Name: Cervantes, Bonnie
 Job Title: CTE TEACHER
 Work Site: Carter High School
 Name of Conference: CTE Fall Conference

Address 1: 41000 Bob Hope Dr
 City: Rancho Cucamonga State: CA Zip: 92270
 Address 2: County: Riverside County

Conf From Date: 11/14/2018 Conf To Date: 11/16/2018
 Departure Date/Time: 11/14/2018 07:00 AM Return Date/Time: 11/16/2018 01:30 PM

Description: Teachers will attend the 28th Annual Career Technical Education Fall Conference for Staff Development

Rationale:

| Line | Expense Type | Description | Qty/Days | Employee Amt | PO/Sub. Amount | District Card | Total Estimate | Req. # | Delete |
|------|--------------|-------------|----------|--------------|----------------|---------------|----------------|--------|--------|
|------|--------------|-------------|----------|--------------|----------------|---------------|----------------|--------|--------|

- **Contact the hotel to request a Credit Card Authorization form – Forward to Maria Aldaco**
- **Follow up with the hotel before the travel date to ensure the hotel has received the authorization**
- **Forward hotel Receipts for room and tax to Maria in Purchasing.**
- **Edit TRV to enter the actual expenses.**
- **Once completed, print TRV, have employee sign, and send to Fiscal Services.**

14. What about transportation while traveling?

- If approved, Car rental service is available on Concur, or
- Uber, Lyft, shuttle or taxis can be used and claim reimbursement on the TRV

REMEMBER:

Don't book a trip with a flight on a Friday or the day before a holiday. We only have a limited amount of time to approve these trips before they cancel out.

If your travelers are having any difficulty upon hotel check in please contact Maria in Purchasing.

- **CONCUR/TRAVEL/CONFERENCES/HOTEL PAYMENT = MARIA IN PURCHASING**
- **ACCOUNT CODES = FISCAL ANALYSTS**
- **MILEAGE = ACCOUNTS PAYABLE**
- **TRV = FISCAL SERVICES**
- **PSR = PERSONNEL**

CALTRAVELSTORE

Normal Business Hours, M-F 8am-5pm

(916) 376-3989

(877) 454-TRVL (8785)

After Hours Travel Emergencies (Additional Fees Apply)

(916) 376-3989 – Press 1

(877) 454-TRVL (8785) – Press 1

Book online 24/7 @ www.caltravelstore.com