TRAVEL, ENTERTAINMENT & BUSINESS EXPENSE REIMBURSEMENT GUIDE

Concur Website

Effective 2/1/2022 UCSB has adopted the UC Travel Center's new Concur Travel and Expense Application (**Concur**) replaces existing forms and systems currently used to reimburse employee travel, entertainment, membership, and miscellaneous expenses. Concur enables travelers and entertainers to create their own expense reports and provides automated electronic approval workflow.

- Concur will be used for all travel, entertainment, and miscellaneous expense reimbursements.

- Users/Payees are responsible for initiating the process for all reimbursements within Concur

- Users/Payees can download the Concur App to their cell phone for upload of receipts during travel

- Concur acts as electronic signature approval.

Quick overview of Concur:
Concur Overview Video (3:06 min)

Login instructions for Desktop

Use the following link to access the site: www.concursolutions.com

- Enter your full UCSB Net ID, including "@ucsb.edu" (ucsbnetid@ucsb.edu)

- Use SSO as authentication method (choose "Sign in with UC Santa Barbara SSO")

- Log in on the UC Santa Barbara SSO site

Login instructions for the *SAP Concur* mobile app
You may also download and use the ***SAP Concur*** application. Download from the appropriate application store.

- Enter your full UCSB Net ID, including "@ucsb.edu" (ucsbnetid@ucsb.edu)

- Use SSO as authentication method (choose "Sign in with UC Santa Barbara SSO")

- Get the app for iPad and iPhone - https://apps.apple.com/us/app/sap-concur/id335023774

Get the app for Android devices - https://play.google.com/store/apps/details?id=com.concur.breeze&hl=en_US&gl=US

Utilizing a DELEGATE for Review

The Library will utilize the Delegate feature to allow Admin and Business Operation staff review the Concur reports before formal submission. This permission must be given by employees themselves, consenting to having a Delegate act on their behalf.

How to Select a Delegate – **add Mary Kohler as a Delegate**

Delegate Overview Video (1.34 min)
How to Add a Delegate (No video)

1. Log into the UCSB Concur site, using Net ID and Password.

2. In the upper right corner, click on Profile, and then Profile Settings.

3. Viewing the column of options on the left hand side, locate and click on Expense Delegates. Please note; the 'Request' and 'Expense' categories share delegates. Permissions are assigned to both 'Request' and 'Expense' by selecting a delegate here.

4. Click Add.

5. Search for and **add Mary Kohler as a Delegate**.

6. Specify the delegate is to perform the following tasks, Can Prepare, Can Submit Requests, Can View Receipts, and Receive Emails.

7. Please note that the delegate cannot submit the expense report on the employee's behalf.

8. After the delegate has been established, click the Save to update the settings.

US Bank Travel & Entertainment Card (T&E Card)

The U.S. Bank Travel and Entertainment Card (T&E Card) is a university-liability card issued to UCSB employees who travel or entertain on behalf of the University and should be utilized for all travel and entertainment related expenses (airline tickets, hotel charges, car rental, meals, etc.). The T&E Card CAN NOT be used for personal expenses.

Library limits authorization for a T&E Card to Frequent Travelers and Entertainment Host/Coordinators, and career (non-probationary) personnel. Student employees and limited status employees are not eligible for a T&E card unless exceptional approval from Travel Accounting has been obtained. Cards will be approved for employees who will use the card responsibly. If an employee uses the card for personal purposes, it will be canceled and the employee will be required to reimburse the University in full.

Cardholders shall not charge other people's travel charges to their card, unless they are a group travel leader. Cardholders can charge their department's entertainment to their card (e.g., catering charges for an event).

The goal of the program is to provide a reduction in the need for out-of-pocket expenses for university travelers. This program also streamlines the creation of travel expense reports in Concur as all card expense will show up prepopulated in the Concur system. The new card is paid automatically by the University. The employee will be responsible for accounting for all charges in Concur.

Travelers who have been issued T&E cards are strongly encouraged to use such cards whenever possible to reduce departmental and administrative costs associated with processing cash advances.

How to Request a Travel & Entertainment Card (T&E Card):

1. Complete the T&E Card Certification Course (link to LMS) and retrieve Certificate

2. Initiate the Travel & Entertainment Card Holder Agreement and complete required fields.

    ✓ Financial Unit Authority Approver: **Alan Grosenheider**; alang@ucsb.edu

Note: The Travel & Entertainment Card Holder Agreement is a DocuSign Power Form and the sender is "Devlin Seymour". You need to wait for the "Completed: Please DocuSign: UCSB Travel and Entertainment Card Agreement" notification email to retrieve the fully signed pdf agreement.

3. Please, view the "How to Request a New T&E Card" for detailed instructions.

- **Select from the drop-down menu for FAU**: (ODUL-HUMRES-8-605023-19900) OFFICE OF DEPUTY UL/HUMAN RESOURCES

Note: Using your home address is advisable

4. Attach the Certificate and completed and signed Travel & Entertainment Card Holder Agreement from step 1 & 2 above under the Attachment section of the Request.

Note: Do Not Submit the Request until you have the above documents attached. T & E Card Requests will not be approved without these two documents.

The cardholder is solely responsible for the allocation of expense to travel expense reports. It is the cardholder's responsibility to review their expense and allocate them to a travel expense report within **twenty-one days after the completion of a trip.**

Online Account Access: Employees will see all their card transactions in CONCUR and will no longer need access to their USBank online account.

Request for Approval <u>prior</u> to Travel and Entertainment Event:

Library internal Travel Request Form and other tools for requesting prior approvals for Travel and Entertainment event are eliminated and replaced by the **Authorization Request or "REQUEST"** in Concur.

Employee must receive a prior approval from their immediate Supervisor (if different from their Director or AUL) via email or other means and add a note in the Comments section or attach the email approval in the request. The formal approvals in Concur will be by the Director and AUL.

- How to Create and Submit a Request Video (1:56 min) Understanding a Concur Header (Video - 1:19 min)

- Complete all required fields to the best of your knowledge.

  Select the appropriate **FAU** - Financial Accounting Unit (formerly known as the Account String) from the dropdown menu:

  - ✓ (LIBR-000000-8-605000-41680) FRIENDS OF THE LIBRARY – expenses not covered by state funds, like alcohol
  - ✓ (ODUL-HUMRES-8-605023-19900) OFFICE OF DEPUTY UL/HUMAN RESOURCES – morale building and recruitment related expenses
  - ✓ (ODUL-LAUCPD-8-605023-19900) OFFICE OF DEPUTY UL/LAUC PROFESSIONAL DEVP – LAUC expenses
  - ✓ (ODUL-TRNDEV-8-605023-19900) OFFICE OF DEPUTY UL/TRAINING & DEVELOPMENT – Training and Development
  - ✓ (OFUL-ADMTVL-8-605024-19900) OFFICE OF THE UL/ADMIN TRAVEL – Administrative Travel
  - ✓ (OFUL-LIOFUL-8-605024-19900) OFFICE OF THE UNIV LIBRARIAN/STATE GENERAL FUNDS – general business and donor related expenses
  - ✓ (RRSC-ACQTVL-8-605025-19900) RESEARCH RESOURCES & SCHOLARLY COMMUNICATION/ACQUISITIONS TRAVEL – Acquisition Related Travel

- Select **Sub Account** from the dropdown menu:

  - ✓ 3-Supplies and Expense – for non-Travel

  - ✓ 5- Special Item – for Travel

- Provide **Department**: Use the search filter and select from the dropdown menu

  - ✓ (LIBR) LIBRARY

- Expected Expense Screen: Add in anticipated expenses such as lodging, meals, or registration.

- Attachments

  - ✓ Event information such as an agenda, invitation, itinerary.

  - ✓ If travel is training related, attach the corresponding [Learning and Growth Request Form](#)

- Add your Approvers – Director, AUL, and LAUC Chair for LAUC related travel in this order.

  See [How to Add an Ad Hoc Approver](#)

- Save and close out. **DO NOT SUBMIT!** Email Mary Kohler mary.kohler@ucsb.edu at Library Administration when your request is ready for review.

- Once you receive the email notification from Concur, you MUST LOG BACK IN and submit your request.

Request for Reimbursement - Expense Report - Returning from Travel and <u>after</u> Completion of the Entertainment Event

Request for Reimbursement has been renamed **"EXPENSE REPORT"** in the Concur system.

Upon completion of a trip, all travelers must submit an expense report through Concur. The report must include all original itemized receipts, ticket stubs, itineraries, agendas, and any other documentation substantiating the expenses. All travel must take place prior to reimbursement. Please submit this report as soon as possible after the trip has taken place. This will ensure proper reimbursement in a timely manner.

If an approved REQUEST exists – see [How to Create an Expense Report from Submitted Request](#)

Reimbursement for Travel related expenses will not be allowed without prior approval.

- Complete all required fields to the best of your knowledge.

Provide the appropriate **FAU** - Financial Accounting Unit (formerly known as Account String):

  - ✓ (LIBR-000000-8-605000-41680) FRIENDS OF THE LIBRARY – expenses not covered by state funds, like alcohol

  - ✓ (ODUL-HUMRES-8-605023-19900) OFFICE OF DEPUTY UL/HUMAN RESOURCES – morale building and recruitment related expenses

  - ✓ (ODUL-LAUCPD-8-605023-19900) OFFICE OF DEPUTY UL/LAUC PROFESSIONAL DEVP – LAUC expenses

  - ✓ (ODUL-TRNDEV-8-605023-19900) OFFICE OF DEPUTY UL/TRAINING & DEVELOPMENT – Training and Development

  - ✓ (OFUL-LIOFUL-8-605024-19900) OFFICE OF THE UNIV LIBRARIAN/STATE GENERAL FUNDS – general business and donor related expenses

- Provide Sub Account
  - ✓ 3-Supplies and Expense
- Department
- (LIBR) LIBRARY
- Add your Approvers – Director and AUL – see instructions above
- Attachments
  - ✓ Event information such as an agenda, invitation, itinerary.
  - ✓ Receipts - Upload receipts. Uploading Receipts Video (1:15 min)
- Save and close out. **DO NOT SUBMIT!** Email Mary Kohler mary.kohler@ucsb.edu at Library Administration when your expense report is ready for review.
- Once you receive the email notification from Concur, you MUST LOG BACK IN and submit your expense report.

Request for Reimbursement - Expense Report - Business Expense

Note: Business Expense (Miscellaneous) Reimbursements should always be a last resort, when Gateway or the Department FlexCard could not be utilized.

- How to create a Business Expense Report

Concur Mobile

The following is a growing list of all the guides for the Concur Mobile App:

- Uploading Receipts on Concur Mobile

Pro Tip: Upload receipts into Concur before starting your expense report.

- How to Create an Expense Report on Concur Mobile
- How to Itemize an Expense on Concur Mobile
- How to Work with Missing Receipt Declarations on Concur Mobile

Travel Advances

Travel advances are used to help pay traveling expenses that occur prior to an actual trip. Proof of purchase is needed for airfare, lodging, registration, and travel expenses.

Any other arrangement for pre-trip costs needs a pre-approval. Travel advances should be requested at least 30 days prior to departure to ensure that funds will be available on time.

How to Request a Cash Advance Video (0.33 min)
How to Apply a Cash Advance Video (0.54 min)

All travelers that receive a travel/cash advance must submit an expense report within 21 days after the completion of travel.

Concur Approvers Guide

Concur Approvers Guide

Support Resources

- **For questions,** please use BFS ServiceNow Payment Services Portal

- **Email Support:** Please email concur@bfs.ucsb.edu if you have any issues logging into Concur, or with creating or submitting a Request/Expense Report.

- **Office Hours:** BFS is offering office hours with Concur subject matter experts.

  - Check availability and book your 15 minute appointment here:
    Concur appointment calendar

  - Please only use appointment slots if you are actively working on a request/expense report. For less urgent support, please email concur@bfs.ucsb.edu.

  - Concur Knowledge Base for more helpful guides and videos