

# How-To Guides

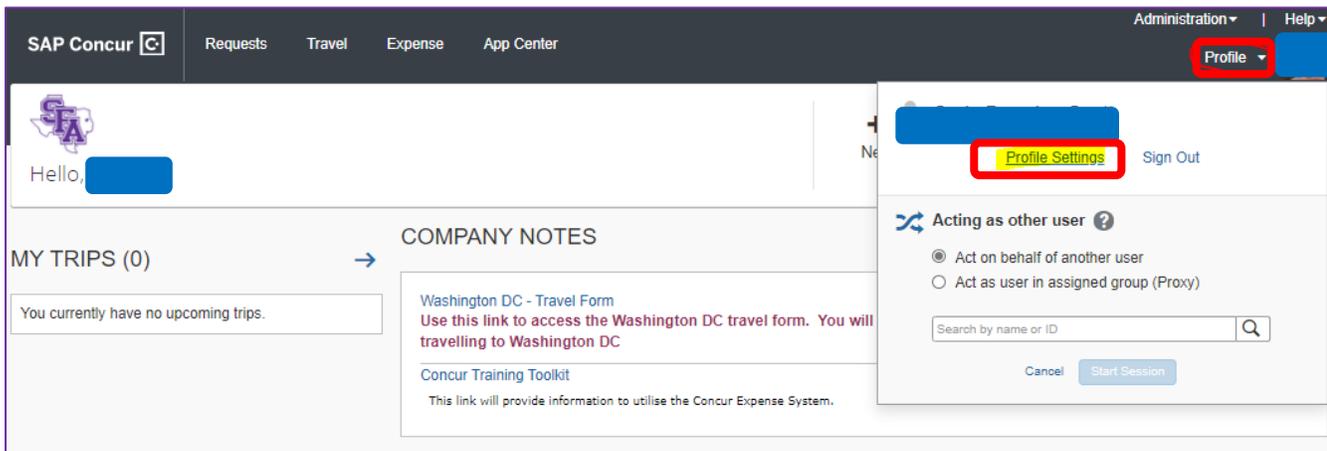
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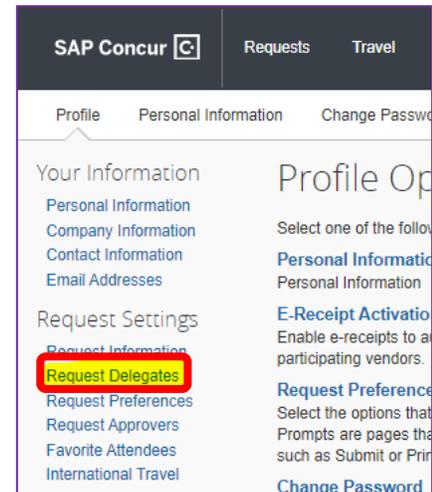
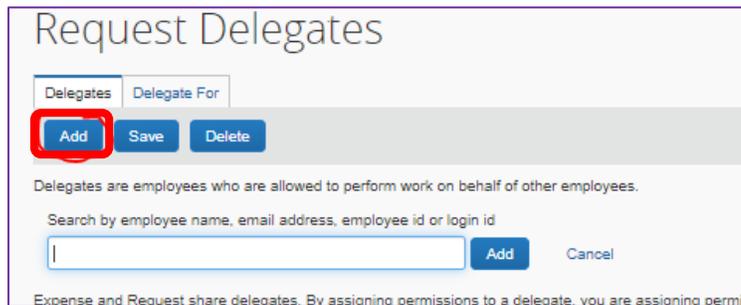
## How to Add a Delegate

In Concur, a user can always add/ remove delegates to act for them, but delegates can not add users to act for.

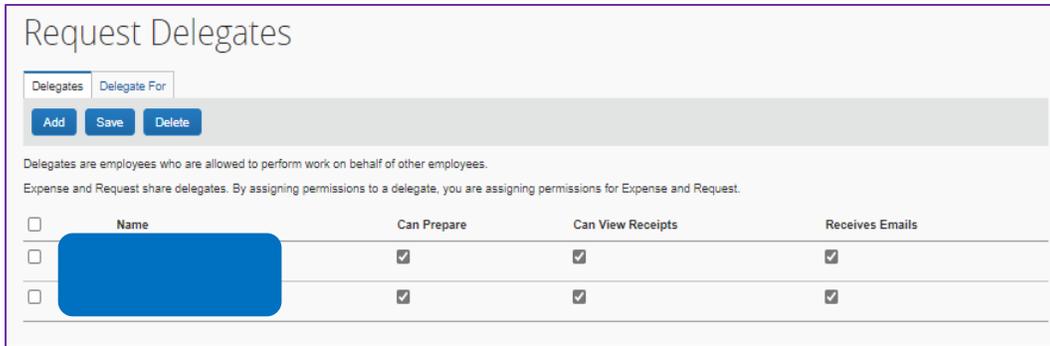
1. Log into Concur with your MySFA email and password.
2. Once logged in, go to the “Profile” drop down on the top right of the home page and click “profile settings”



3. In your profile, go to “Request Delegates” on the list at the left hand side.
4. Click on “add” and search for your department’s travel administrator

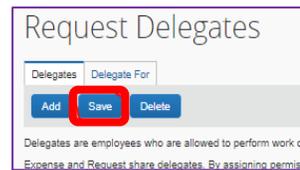


5. When they have been added to the list, grant them access to Prepare reports and requests, view receipts, and receive emails (if applicable)



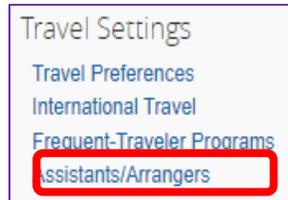
**NOTE:** Request and Expense share delegates so if you add them, they will be added for both the Request side and Expense side.

6. Click the “save” button when you are done.



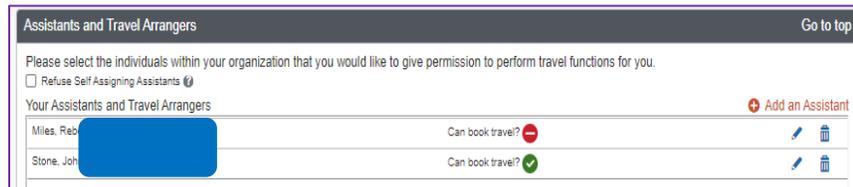
## How to Add a Travel Arranger

1. Log into Concur
2. Go to the Profile dropdown and click “Profile Settings”
3. On the far left-hand side, “Travel Settings” will be listed. Select “Assistants/Arrangers”
4. The following section will appear. Delegates are automatically listed here, but users will still have to authorize them to book travel.



🚫 icon means they cannot book travel

✅ icon means they are authorized to book travel as a travel arranger

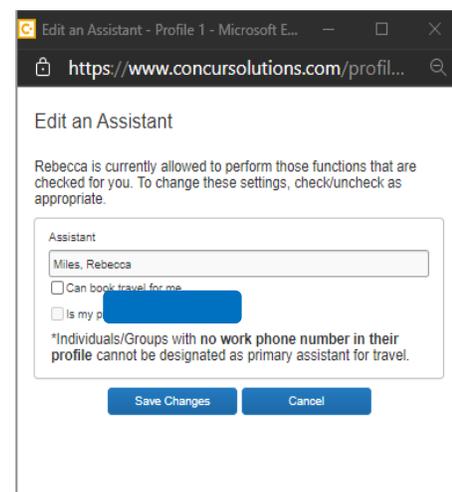


- Click on the pencil icon

- If the individual is not listed, click **Add an Assistant** to add them.

5. In the following window, enter the assistant’s name, click “Can book travel for me” then click “save changes”.

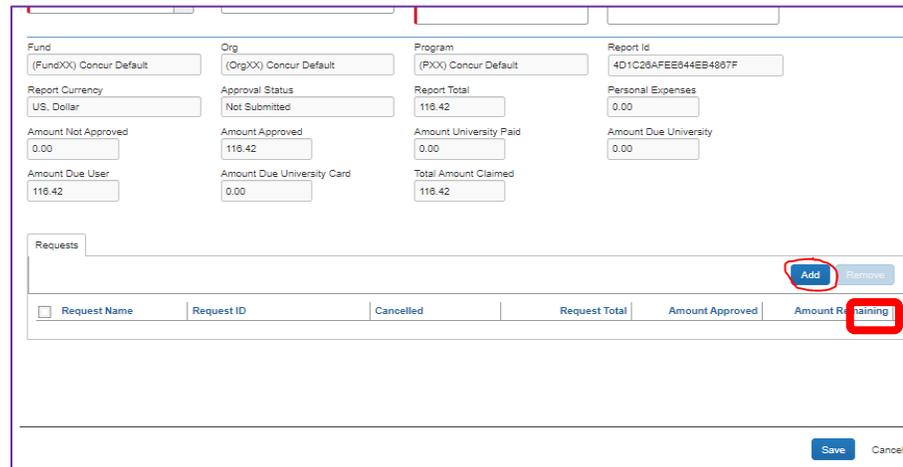
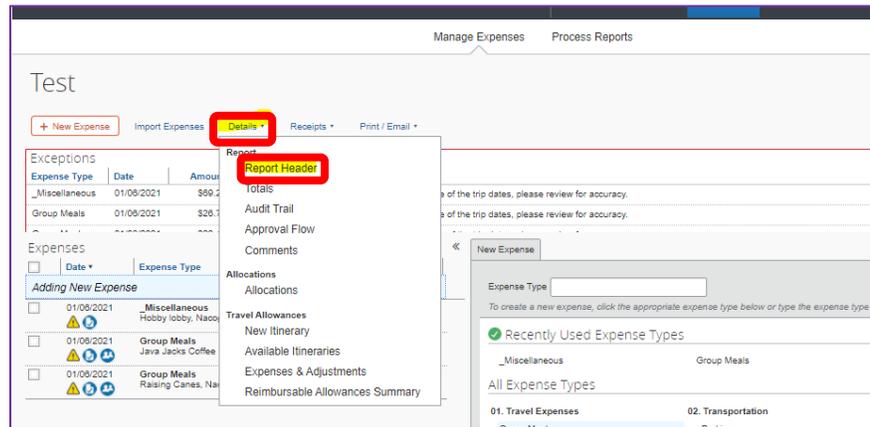
**NOTE:** If your assistant’s name does not appear in the bar for step 6, they will need to complete their Concur Profile by entering a work and home phone number.



## How to Assign a Request to a Report

Once the request is fully completed, you can assign it to an existing report. If the report was not started, simply open the approved request and click “Create Expense Report” in the top right hand side.

1. Open the report
2. Click on the “details” drop down then choose “report Header”
3. At the very bottom of the new window will be the requests section. Click the box in the requests and then hit “add” and then “save”.
4. Your Request will now be linked to your report and the report can be finalized and submitted.



## How to Assign a T-Card Charge

T-Card charges are loaded into Concur from Citi nightly. The T-Card holder will get a notification that expenses have arrived but they can also check either the:

- Expense tab in Concur to view them under “Available Expenses”
- My Tasks under “Available Expenses”

AVAILABLE EXPENSES

All Cards

Expense Detail	Expense Type	Source	Date	Amount
<input type="checkbox"/> Enterprise NORWICH, CT	Car Rental		12/10/2020	\$-367.85
<input type="checkbox"/> Southwest Airlines 800-435-9792, TX	Airfare		02/10/2021	\$1,950.00
<input type="checkbox"/> Enterprise NACOGDOCHES, TX	Car Rental		02/23/2021	\$-7.74
<input type="checkbox"/> Southwest Airlines 800-435-9792, TX	Airfare		03/02/2021	\$-1,950.00
<input type="checkbox"/> BUC-EE'S #22 NEW BRAUNFELS, TX	Undefined		03/21/2021	\$24.24
<input type="checkbox"/> Enterprise NACOGDOCHES, TX	Car Rental		03/22/2021	\$74.00

06 Available Expenses

03/22	ENTERPRISE RENT-A-CAR	\$74.00
03/21	BUC-EE'S #22	\$24.24
03/02	SOUTHWES 5260206019603	\$-1,950.00
02/23	ENTERPRISE RENT-A-CAR	\$-7.74
02/10	SOUTHWES 5269880031953	\$1,950.00

If the report is already created, the transactions can be assigned here by selecting the expenses to assign, and clicking “move” then choose which report to move it to.

AVAILABLE EXPENSES

All Cards

Expense Detail	Expense Type	Source	Date	Amount
<input checked="" type="checkbox"/> Enterprise NORWICH, CT	Car Rental		12/10/2020	
<input checked="" type="checkbox"/> Southwest Airlines 800-435-9792, TX	Airfare		02/10/2021	\$1,950.00
<input checked="" type="checkbox"/> Enterprise NACOGDOCHES, TX	Car Rental		02/23/2021	\$-7.74
<input checked="" type="checkbox"/> Southwest Airlines 800-435-9792, TX	Airfare		03/02/2021	\$-1,950.00
<input type="checkbox"/> BUC-EE'S #22 NEW BRAUNFELS, TX	Undefined		03/21/2021	\$24.24
<input type="checkbox"/> Enterprise NACOGDOCHES, TX	Car Rental		03/22/2021	\$74.00

Move To New Report  
Lubbock, Tx - 4/12/2021 Flights  
San Antonio, Tx - 3/20/2021

If the user is already working in the report, they can simply click on “Import Expenses” next to the “New Expense” Button at the top to view the available T-Card Transactions.



From the list of available T-Card transactions, click the boxes to select the ones that go to that report then click the “move” button on the far right.

Available Expenses

All Cards

Expense Detail	Expense Type	Source	Date	Amount
<input checked="" type="checkbox"/> Enterprise NORWICH, CT	Car Rental		12/10/2020	
<input checked="" type="checkbox"/> Southwest Airlines 800-435-9792, TX	Airfare		02/10/2021	
<input type="checkbox"/> Enterprise NACOGDOCHES, TX	Car Rental		02/23/2021	\$-7.74
<input checked="" type="checkbox"/> Southwest Airlines 800-435-9792, TX	Airfare		03/02/2021	\$-1,950.00
<input type="checkbox"/> BUC-EE'S #22 NEW BRAUNFELS, TX	Undefined		03/21/2021	\$24.24
<input type="checkbox"/> Enterprise NACOGDOCHES, TX	Car Rental		03/22/2021	\$74.00

Move To Current Report To New Report

The T-Card Transactions will be moved to the list of expenses on the left-hand side. Be sure to click on the expense and review the information that was brought over. Generally, much of the required information is brought over from Citi and filled in for you on Concur, but some information like expense type of city of purchase require the user to complete it themselves. All that is left is to attach a receipt to complete the matching.

**NOTE:** To match negative transactions (Credits, refunds, etc), the user will add them to a report in the same manner as normal T-Card transactions. The transaction will just have a negative total.

## How to Change a FOAP

The default FOAP could be changed through the user's profile under "request information". But if the request or report is already created prior to that change or if the FOAP that needs to be on the expense line differs, then this method is the correct way to make those changes.

## On the Request Side

On the request side, you will see the default FOAP on the Request header. But it cannot be changed here. This is where it would have had to been changed in the profile prior to creating the request.

Request 33QT

Request/Trip Name: ABC Conference Austin  
Trip Justification: Going to annual confernece

Request Header Segments Expenses Approval Flow Audit Trail

Request Policy: \*SFA-Request to Travel  
Request/Trip Name: ABC Conference Austin  
Request/Trip Start Date: 04/15/2021  
Request/Trip End Date: 04/17/2021

Destination City: Austin, Texas  
Destination Country: UNITED STATES  
How will you book this trip?: Self-booked in Concour Travel

Traveler Type: Faculty/Staff  
Trip Type: In-State  
Does this trip include personal travel?: No  
Personal Dates of Travel:

**Fund: (FundXX) Concour Default**  
**Org: (OrgXX) Concour Default**  
**Program: (PXX) Concour Default**

Cash Advance  
Cash Advance Amount:  USD  
Cash Advance Comment:

1. Go to the "Expenses" tab along the top of the Request

2. Click the little boxes on the left of each expense line you want to change the FOAP for. If you want to change the FOAP for all of them, select all of them.

Request Header Segments **Expenses** Approval Flow Audit Trail

Allocate

4. A new window will appear where the user will be able to change the FOAP, add a new allocation, or change what it is allocated by (percentage or amount).
5. Click Save on the bottom right hand side of that window and the user will receive a confirmation.
6. You can confirm the changes have been made by hovering over the pie graph icons that are now on your expense lines

Date	Expense Type								
04/15/2021	Car Rental								
Fully Allocated									
04/15/2021	<table border="1"> <thead> <tr> <th>Percentage</th> <th>Fund</th> <th>Org</th> <th>Program</th> </tr> </thead> <tbody> <tr> <td>100</td> <td>(150001) Desig...</td> <td>(30101) Controll...</td> <td>(350) Institution...</td> </tr> </tbody> </table>	Percentage	Fund	Org	Program	100	(150001) Desig...	(30101) Controll...	(350) Institution...
Percentage	Fund	Org	Program						
100	(150001) Desig...	(30101) Controll...	(350) Institution...						
04/15/2021	_Meal Per Diem								
04/15/2021	Registration/Seminar/Course fees								

### On the Expense Side

As long as the Request is tied to the expense on the expense header or there is a default FOAP on the user's profile, the FOAP will appear on the Report Header when the report is being set up.

There are two ways to change the FOAP after the header. Either line-by-line or multiple lines at once.

### Line-by-line

1. To change FOAPs line-by-line, click the expense line.
2. Then change the FOAP on the Fund, Org, Program fields there.
3. Click save and the FOAP will be changed for that line

Expense Type	Transaction Date	Report/Trip Purpose
_Parking	03/26/2021	Meeting
Fund	Org	Program
2 (FundXX) Concur Default	3 (OrgXX) Concur Default	4 (PXX) Concur Default
Payment Type	Amount	Additional Information
Paid by Traveler	10.00 USD	

### Multiple lines

1. To change FOAPs on multiple lines all at once, select each of the expenses you want to change
2. Then, on the right-hand side there will be three options (Delete, Allocate, and Edit). **Click the Edit Option.**

You have selected multiple expenses. What would you like to do?

1. Delete the selected expenses
2. Allocate the selected expenses
3. Edit one or more fields for the selected expenses

	Date	Expense Type	Amount
<input checked="" type="checkbox"/>	03/26/2021	Personal Car Mileage	\$257.60
<input checked="" type="checkbox"/>	03/28/2021	_Parking	\$10.00
<input checked="" type="checkbox"/>	03/25/2021	Registration/Seminar/Course 1 Conferece Go, Austin, Texas	\$450.00

3. A new window will appear allowing the user to change the fields of the selected expenses. Click the boxes for Fund, Org, and Program and change the FOAP there.
4. Click Save and the changes will be made to all selected expenses.

Edit Multiple Fields

The following fields can be changed for the selected expenses. Select the check box of each field that you want to change. Fields that are not selected will not be changed.

Expense Type  
 Choose an expense type

Additional Information

Comment

\*Fund  
 2 (150002) Designated Tuition

\*Org  
 3 (30101) Controllers Office

\*Program  
 4 (350) Institutional Support

Save Cancel

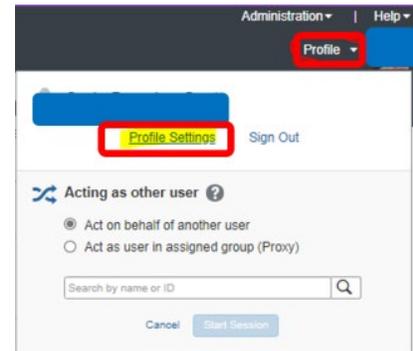
## How to Change a Default FOAP

If a request is already started, you may need to change the default FOAPs to the FOAP you want to use. To do this, open the request and go to the “expense summary” tab.

Click on one of the expense lines then click “allocate” on the bottom right. In the new window that comes up, click on all the expenses you want to allocate or change the FOAP then change it on the right.

Once changed, you can submit.

1. To review and change your default FOAP for the future, go into your profile settings in the top right.
2. Then on the far left, click on “request information” or “expense information”.  
**NOTE:** Changing the default FOAP in Request will change it in Expense and vice versa.
3. Click on the Fund and type in the desired Fund. Repeat for Org and Program.
4. Click “save”
5. All future requests and reports will have the new Default FOAP added.

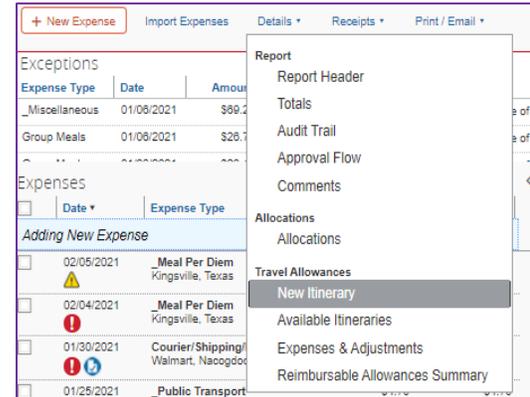
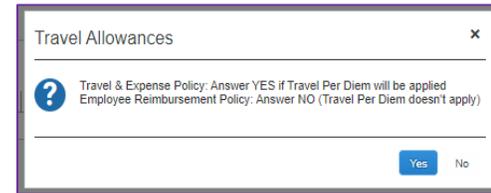


A 'Request Information' form. At the top, there are 'Save' and 'Cancel' buttons. Below them are four dropdown menus: 'User Group' (SFA), 'Reimbursement Currency' (US, Dollar), 'Fund' ((FundXX) Concur Default), and 'Org' ((OrgXX) Concur Default). The 'Fund' and 'Org' dropdowns are highlighted with red rectangular boxes. Below these is a 'Program' dropdown menu with '(PXX) Concur Default' selected.

## How to Create Itineraries in Concur

After the report header, Concur will prompt the user to indicate if there was per diem for the trip. Per diem would include meals and lodging. So, if there are any per diem meals or lodging on the expense report, “yes” should be selected.

- If “yes” is selected, the user will be prompted to enter the itinerary for the trip.
- If “no” is accidentally selected, the user can always get back to the itinerary by selecting “Details” then “New Itinerary”.

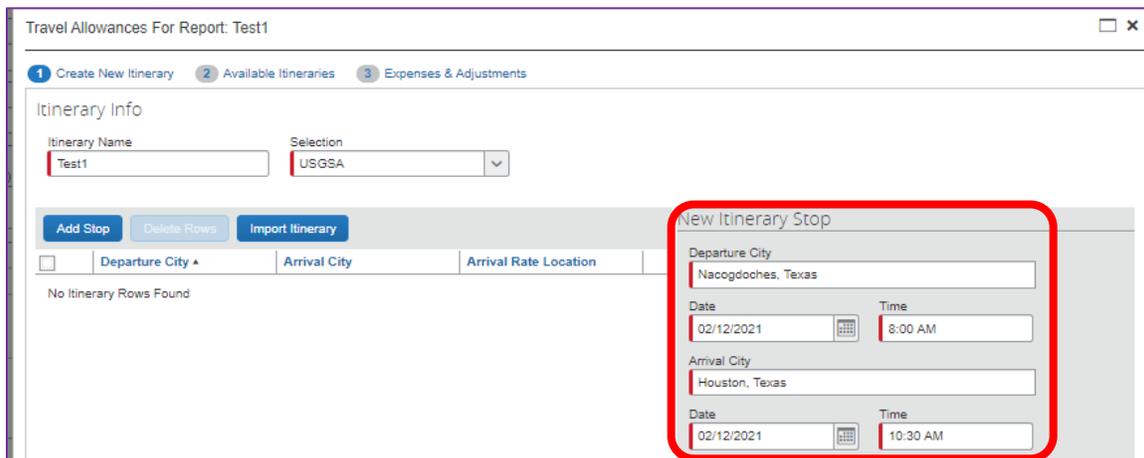


## Itinerary Info

When entering the itinerary information, keep in mind what Concur is asking: it wants each “leg” of the trip entered. So the first stop or “leg” is the departure and when they arrive at the city and the second “leg” is the return to Nacogdoches (in most cases). So for a trip to Houston and back, it would be entered like so:

1. Enter the first leg of the trip – in this case, leaving Nacogdoches in the morning and arriving in Houston 2 ½ hours later

TIP: Enter the time as the following format: HH:MM AM/PM



**NOTE:** do not put periods for the AM/PM like this: 8:00 A.M. Instead, enter it in the following format: 8:00 AM

If it instructs you to enter a valid time format, change how it is entered.

2. Enter the information like above then hit “save”. You will see your first section appear on the right side of the window.
3. Now enter the return “leg” of the trip. Of course, if there are multiple stops, you will enter them accordingly. For this example, we’ll leave Houston the following day in the evening and return to Nacogdoches at night.

The screenshot shows the 'Travel Allowances For Report: Test1' application. The 'Itinerary Info' section is visible, with 'Itinerary Name' set to 'Test1' and 'Selection' set to 'USGSA'. Below this, there are buttons for 'Add Stop', 'Delete Rows', and 'Import Itinerary'. A table shows the current itinerary with columns for 'Departure City', 'Arrival City', and 'Arrival Rate Location'. A 'New Itinerary Stop' dialog box is open, highlighted with a red border, and contains the following information:

New Itinerary Stop	
Departure City	Houston, Texas
Date	02/13/2021
Time	6:30 PM
Arrival City	Nacogdoches, Texas
Date	02/13/2021
Time	9:00 PM

4. Click save when done and both lines will appear on the left hand side.

Normal there-and-back trips will have two lines but if the trip has more stops, there will be more lines.

5. Click “Next” on the bottom right side to continue.
6. On this next page, you’ll see your entries at the top section. Confirm that they are correct then click “Next” on the bottom right side.

**If you want to remove what you’ve entered and start over** the click your entries on the top and click “unassign”.

Your entries will then move to the bottom section of the window. Click them again down there and click “delete” to completely remove them.

The screenshot shows the 'Travel Allowances For Report: Test1' application. The 'Assigned Itineraries' section is visible, with buttons for 'Edit' and 'Unassign'. The 'Available Itineraries' section is also visible, with a 'Delete' button highlighted. The 'Assigned Itineraries' section shows a table with columns for 'Departure City', 'Date and Time', and 'Arrival City'. The 'Available Itineraries' section shows a table with columns for 'Departure City', 'Date and Time', and 'Arrival City'. The 'Delete' button is highlighted with a red box.

7. The final step of this process will bring you to the meal window. Based on the dates and times, per diem meals will be calculated. The first and last days will be calculated at 75%.
8. Tick the boxes to exclude the meal from reimbursement. Meals would be excluded if they were provided a meal or have a meal that should not be reimbursed.

Select the far left box of the line to exclude the whole day. In my example, the hotel had breakfast available

Travel Allowances For Report: Test1 □ ×

1 Create New Itinerary   2 Available Itineraries   3 Expenses & Adjustments

Show dates from  to

Exclude   All <input type="checkbox"/>	Date/Location ▲	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	02/12/2021 Houston, Texas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$45.75
<input type="checkbox"/>	02/13/2021 Houston, Texas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$31.75

9. Click “Create Expenses” on the bottom right to finish the itinerary and add the meals to the expenses.

If the itinerary needs to be changes, viewed, or deleted the user can always go to “details” on the top and click on “Available Itineraries”

## How to Include Lodging Exceeds

Lodging exceeds is the amount of lodging expenses that is over the allowable rate. In the past, one had to have put the exceeds onto a discretionary FOAP. If your department still wants to do this, follow the instructions below to do so.

## How to see lodging exceeds



2. To see how much is lodging exceeds, click the lodging line and then click “show reimbursable allowances”. This will show you exactly how much the daily limit is, and total, then the lodging exceeds.

	Allowance Limit	Expense Total	Above Allowable Limit	Reimbursable Amount
01/13/2021 (Houston, Texas)	\$122.00	\$135.20	\$13.20	\$135.20

3. Once the exceeds is noted, click “done” to exit the screen.  
Be sure to still complete a “Lodging Exceeds Calculator” spreadsheet to make sure and add any overage tax.

## Adding Lodging Exceeds

1. Click the Lodging/hotel line total and choose “add itemization” on the bottom right.
2. This will add another sub-expense line where an extra lodging line could be entered for the exceeds. There you can add the amount for the exceeds, make a note that it is for exceeds, then change the FOAP to the desired **discretionary FOAP**.
3. Be sure to go back to the lodging sub-expense line and deduct the amount of the exceeds so that all of the itemized equals the total expense

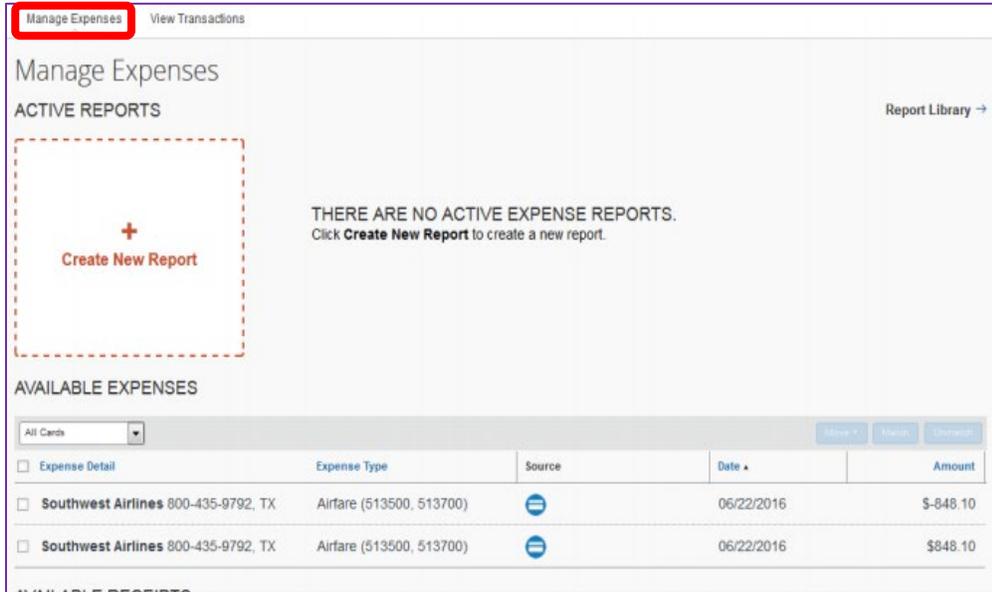
### **How to Resolve T-Card Credits, Refunds, and Fraud Charges**

All T-Card charges must be resolved within Concur once loaded into the system. If there is a problem with the transaction (Examples: wrong amount, charged twice, etc) please try to resolve with the vendor first. If you suspect fraud on your travel card, please be sure to contact Citi as soon as possible at their fraud line: 1-800-945-3114. All other Citi inquiries can be directed to their Customer Service line: 1-800-248-4553.

The Travel Office should also be notified of any lost or stolen cards as well as any fraud or suspected fraud to ensure the proper actions are taken. Do not hesitate to contact SFA Travel Office with any questions.

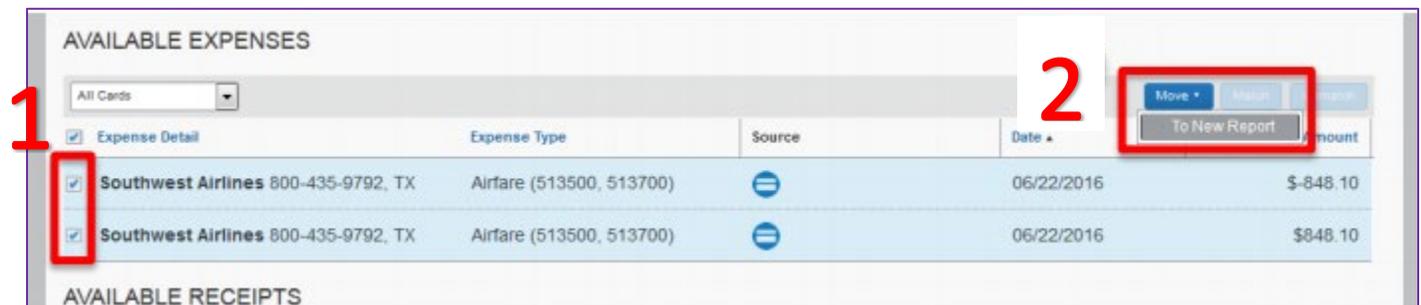
## How to assign to reports

Credits will be loaded into Concur in the same manner other transactions are and can be reviewed in the “Manage Expenses” section within Concur. Credits are indicated by a negative amount.



All charges that are loaded into this section need to be assigned to a travel report to clear them.

1. Select the charges (the original charge and the credit).
2. Click the blue “Move” drop down button then click “To New Report”.



## Report preparation

If the transactions are assigned to a report along with other transactions, be sure to make good notes regarding the charge and credit and that the header reads normally (as if there were no refunds or credits).

If the transactions are assigned to their own report, be sure the report header reads similar to the following:

- **Report Name:** Card Refund/Fraud Charge/Disputed Charge/etc

- **Report/Trip Start and End Dates:** enter today's date
- **Trip Purpose, Traveler Type, Trip Type:** Should all be what the original trip was or should have been. For example, if it was a group research trip to Reno, NV, the Trip Purpose would be Research, Traveler Type would be Group, and trip type would be Out of State.
  - If the charges are purely fraudulent and not related to any trip, then Trip Purpose should be "other" travel and Type should be Faculty/Staff, and Trip Type should be In-State.

Once the report is made and the transactions are assigned, be sure to review the expense information and make sure all required fields are complete and appropriate notes are made. Attach any documentation related to the charge such as credit slips or emails regarding credits, refunds, or disputes and correspondence and documentation for fraudulent charges.

NOTE: For full refunds and fraudulent charges, both lines need to have the same expense type and FOAP information so that the report total and affected accounts equal \$0.00.

For partial refunds and credits as well as reports that include refunds or credits along with other expenses, the same expense report needs to include the original charge as well as the other transactions related to the trip. The report will be titled the same as it would have been without the credit or refund. The credit/refund should be the same expense type as the original charge (the transactions should not be itemized and should not be marked as personal).