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## Concur Travel: Frequently Asked Questions (*updated 11.15.19*)

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- Our department is planning a field trip, do we need to submit a request through Concur?

**How do I get a Concur travel card?**

Please fill out the [State Travel](#) form and submit it to Accounts Payable.

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**When can I pick up my new Concur travel card?**

To pick up your travel card, you'll need to first sign up for and complete a group Concur training. The dates and times of all available trainings can be found on [CSU Learn](#). Search for "Concur," and click on "concur travel training- how to submit requests." This will allow you to search for a time that works best for you and to register for the class.

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**It's my first time using Concur. Can I simply begin by booking my trip?**

Not yet. First you must submit a Request through Concur that includes cost estimates of your airfare, hotel, meals, and other expenses. It's usually a good idea to round up your estimated expenses. Your request will then route to your supervisor for approval. Once approved, you can use Concur to book your trip.

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**What if my travel is only partially funded?**

Partially funded travel paid out of state side funds will need to be completed through Concur. Please keep in mind that you will need to be mindful of your expenses and make sure that you do not spend more than you were allocated. You may sign up for and use a State Travel Card, or use your own personal card and be reimbursed through Concur. Please note that if you use a State Travel Card and go over your allowed amount, you will need to pay that amount back at Cashier's when you return.

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**My travel is split between Stateside and Auxiliary funding (ADV/SPF), can I use Concur for this trip?**

At this time, no. Concur is currently set up for Stateside travel only. Please continue to use the paper travel form for any split funding trips.

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**What if I want to take personal days before or after my conference?**

Be sure to include these dates in your trip Start and End dates when creating your travel request so your supervisor knows how long you will be out of the office. In the request section, you will need to add in the dates of your personal vacation to confirm no HSU travel charges will be expensed for those days.

**What if my supervisor isn't in the office to approve my travel request?**

*Supervisors are notified by email and have six calendar days to approve your request. If you know your supervisor will be out of town for longer than six days, please reach out to Steve Bagley x3306 or Kearney Vander Sal x5791 for assistance.*

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**When I try to book my flight to LAX, Concur shows, "Sorry, there are no available flights." What do I do?**

*Click on "Change Search" on the left. Concur defaults to Los Angeles Area Airports instead of Los Angeles International Airport. Click on "Los Angeles International Airport" and then click on "Search." This will correct the issue.*

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**When I'm searching for flights, I can't find the time I'd like to fly. What do I do?**

*Click on "Change Search" on the left. You can edit the search parameters by changing the +/- to 12 (increasing the available times by +/- 12 hours), or change the time listed for your departure.*

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**Can I book outside of Concur?**

*Yes, you may book outside of Concur, but still need to use it to submit your request. Please use your travel card for all travel related expenses.*

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**Can I use Concur to book flights for visiting lecturers and keynote speakers who are not HSU employees?**

*Yes, you can. You'll set up a request for the person under your profile. Be sure to select, "Book outside of Concur." This will allow you to purchase airfare and hotel expenses under their name, and charge it to your card.*

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**What if a flight is canceled or changed during travel?**

*For questions regarding travel reservations or changes to airfare that has already been ticketed, please contact your Christopherson Travel agent at 800-285-3603 from 5:00 AM–6:00 PM Pacific, Monday through Friday. You can also reach them by email at [csu@cbtravel.com](mailto:csu@cbtravel.com). Their Emergency After Hours number is 800-960-7862 (use VIT code - P6LV).*

**Can I use my travel card to purchase alcohol?**

*No, the purchase of alcohol with stateside funds is prohibited.*

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**Can I get fuel reimbursements when traveling for university business by vehicle?**

*You can get fuel reimbursements if you're traveling in a rental vehicle. If you're traveling in a personal vehicle, you can't get fuel reimbursements—but you can claim mileage. There are options for both in Concur. If you are frequently traveling locally in your personal vehicle for university business, you can submit one travel request for the whole semester/year and create multiple expense reports from it. If you have questions about how to do this, please reach out to Steve Bagley at x3306 or Kearney Vander Sal at x5791.*

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**What if a place does not accept credit cards? How will I be reimbursed?**

*Pay with cash and add an out of pocket expense when you return. It's good practice to keep your receipts in these situations. Choose the "Out of Pocket" expense type, and the University will reimburse you for these charges.*

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**I've returned from my trip and it's time to expense my travel. I've clicked on "Expense" but I don't see any charges related to my trip. What do I do?**

*Instead of clicking on Expense, click on Requests in the upper left corner. You will see your trip listed under "Active Requests." Next, on the far right under the header "Action," click on "Expense." You may also visit the [Expense Guide](#) for detailed instructions.*

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**What if I go over \$55 a day for food?**

*If you go over \$55 a day for food, you will need to reimburse the University by paying that amount back at Cashier's. Please see the [Expense Guide](#) for more information regarding itemizing food charges over \$55 a day.*

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**Are tips part of the \$55 a day maximum for food?**

*Yes, tips are included as part of the CSU \$55 a day maximum amount for food.*

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**What if there is food on my hotel bill?**

*This occasionally happens. You'll need to itemize these food charges on your hotel bill. Start by itemizing just the room and tax rates and click "Save." Concur will prompt you to add more itemizations for any food charges and you will be able to choose a meal type for this expense. Please see the [Expense Guide](#) for more information regarding itemizing the hotel charges.*

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**If I accidentally use my personal card while on trips booked through Concur can I still request a reimbursement?**

*Yes, you can add an "Out of Pocket" expense type while working on your Expense Report. This will allow you to enter the amount you spent on your personal card, and create a reimbursement to you. Note that you can sign up for [Direct Deposit](#) for reimbursements to receive the payment quickly.*

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**I'm using the Concur app and it keeps asking me to log in every time I open it. Is this normal?**

*You shouldn't have to log in each time. Make sure your phone has been recently updated. Once updated, delete the Concur app—and upload it again. If the app still doesn't work with your phone, contact Steve Bagley x3306 or Kearney Vander Sal x5791.*

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**Who do I contact if my question isn't on this list?**

*Please reach out to Steve Bagley at x3306 or Kearney Vander Sal at x5791 for any additional questions you may have.*

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**What if I lose my card? Who do I call?**

*If you lose your card, you can contact US Bank for 24-hour Cardmember Service at **800-344-5696**. Outside the U.S., call **701-461-2010** collect. Also, make sure to notify your supervisor to make them aware of the situation.*

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**I will be traveling internationally, but the University won't be paying for my trip. Will I need to submit a request through Concur?**

*For International travel that is not paid for by the University, also known as \$0 International Travel, requests **will** go through Concur. This process will replace the paper travel authorization process currently used because international travel requires Foreign Travel Insurance (FTI), which is typically*

around \$100 and paid by the department. When FTI is paid by the department, these expenditures will be facilitated through the [International Travel Concur process](#).

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**I am a faculty member planning to travel, but the University won't be paying for any of my trip. Will I need to submit a request through Concur?**

*For Domestic travel that is not paid for by the University, also known as \$0 Domestic Travel, requests **will not** go through Concur. Instead, a paper travel authorization form should be used. If a Faculty Class Coverage Form is required, faculty will still submit the form consistent with current procedures established by their department. However, if any portion of the travel will be paid for by the University, the use of Concur will be required, replacing the need for a paper travel form.*

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**Our department is planning a field trip, do we need to submit a request through Concur?**

*Field trip expenses paid by the University will require travel requests to be approved through Concur before the field trip takes place. The field trip process will remain consistent with current procedures and Concur will only be used when there are associated expenses.*

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