

# CONCUR

## FREQUENTLY ASKED QUESTIONS

### **I cannot log into Concur?**

Insure you are using your emich user name @emich.edu ([jdoo@emich.edu](mailto:jdoo@emich.edu)) Please contact Accounts Payable at 734-487-0022 or [accounts\\_payable@emich.edu](mailto:accounts_payable@emich.edu)

### **What should I do the first time I log into Concur Travel & Expense?**

The first time you log into Concur Travel & Expense, you should complete your profile. You must save your profile before you first attempt to book a trip in Concur Travel & Expense. In addition, please verify your email address.

### **How do I assign a delegate to create or view my expense reports?**

If you are seeking to have a delegate assigned in Concur for the purposes of creating or reviewing Concur reports on your behalf, this change must be made by logging into Concur and assigning that delegate under your "profile." [See QRG My Profile](#)

### **How do I get help for using Concur Travel & Expense?**

Click Help on the My Concur page. In the Help section, you can find specific instructions for the task you are trying to complete.

### **How will cash advances be handled?**

Cash advances will still be requested on the same form (Cash Advance Request/Agreement form).

### **When one employee is using another employee's University p-card, can the credit card number be viewed on the system?**

No. Once entered into a profile, only the last four digits can be seen.

### **For a business meal with multiple attendees, can a list be attached in place of entering each attendee's name, title and company?**

Yes. Add one New Attendee as Last Name "List", First Name "See", Attendee Title "Attached" and Company "Attached". Then when attaching the receipt, attach both the receipt and the list.

### **Can more than one credit card be used in an employee's profile?**

Yes. In addition, you can specify which card can be designated as the default for plane tickets, rail tickets, car rentals, hotel reservations and taxis.

### **How will student reimbursements be processed?**

Students and non EMU employees will be reimbursed on a Direct Pay form.

### **Can an approver forward for approval elsewhere before approving the request or report themselves?**

No, an approver would need to first approve then forward. The person they are forwarding the request or report to must be set up as an approver.

**Will a request be required for all travel?**

No, only travel with an overnight stay will require a request. International travel must be coded as such on the Request Header.

**How will guest travelers (job candidates, speakers, etc.) be handled?**

The employee that will be responsible for booking guest travel should contact a Concur Administrator via email to be set up with guest booking permission.

Concur Administrators;

accounts\_payable@emich.edu

Karen Gdula

karen.gdula@emich.edu

Tammy Walters

twalters1@emich.edu

Doris Celian

dcelian@emich.edu

**Can an employee use any personal discounts for their business travel (AAA, frequent flyer miles, etc.)?**

Yes, the Rewards information can be entered in the employee's profile. Once the Reward number is entered the discount will be automatically applied to the appropriate expense.

**Can an employee go outside of Conlin to book travel?**

Yes, although the University encourages booking through Conlin in order to further negotiate travel discounts in airfare, hotel and car rentals. Please note that booking fees through other non-preferred vendors will not be reimbursed and should not be paid on the Pcard.

**Can expenses be allocated?**

Yes, the system allows for allocation between several fund/org codes and is necessary to avoid Journal Voucher processing.

**If a receipt has a bar code on it, when scanned by a smart phone, will it appear as an itemized receipt?**

No, unfortunately this technology is not available at this time.

**If an employee has p-card expenses for travel that has not yet been completed, should they approve and allocate these expenses?**

Yes

**Will Concur notify an employee when a p-card expense comes into the system?**

Yes, this can be set up in an employee's profile along with a variety of other email notifications.

**Can an approver reallocate expenses?**

Yes, an approver can reallocate expenses.

**Will the system stop the employee from submitting an expense report that exceeds the travel request approved amount?**

No, but the system will produce a warning if the actual travel expenses exceed the travel request amount.

**How will an administrative assistant know when a travel expense hits the system in order to reconcile?**

A delegate can receive all the same emails that the originator receives if the delegates email address is in the originators profile. **Caution:** The delegate will receive ALL of the notifications that the originator has elected to receive.

**Will an employee get notification once the request is approved?**

Yes, as long as the employee has set up the prompt in their profile under travel request preferences.

**When a fax machine is used by several employees, how will Concur link the receipts sent to each individual employee?**

The employee will print a fax cover sheet once completing their expense report. This fax cover sheet which is located under the print button in Concur and will include the information needed to associate the receipts to the individual's expense report

**On the request, can an approver designate a specific dollar amount?**

Yes, the approver would have to include the dollar amount in the comments section of the travel request.

**Can travel be booked before being approved?**

Yes, but it is not recommended. If denied by the department, all costs associated with the travel will be deemed personal.

**Can an employee allocate to fund/org. codes that they don't have access to?**

Yes, the routing will follow the approval flow of the org where an expense is charged in addition to the default manager.

**How do you receive e-receipts, is it automatic?**

You will need to sign up to receive e-receipts, which can be done from your My Concur homepage.

**What browsers or browser versions does Concur support?**

We have tested in Firefox, Chrome, Safari and Internet Explorer. Internet Explorer and Chrome respond the best.

**How should fraud charges be handled on my University issued Payment Card?**

Call J.P Morgan Chase at the number on the back of your Pcard. Contact Accounts Payable at 734-487-0022 or [accounts\\_payable@emich.edu](mailto:accounts_payable@emich.edu)

**How do I check my balance on my University issued Payment Card?**

Call 1-800-270-7760, this number is also located on the back of your PCard

**If there are local miles that cannot be tracked on a google map such as going to a state park where it would only give you a center point what can be done?**

You can use the "misc mileage" account type and attach a google map

**Are ECs (employee consultants) in Concur?**

Yes

**How are R and X funds routed?**

The report is automatically routed to their Default Approver, once the Default Approver approves, the report is routed to the Principle Investigator (PI) if applicable, then to Grants Accounting and lastly Accounts Payable for auditing.

**Do I have to submit a conference itinerary?**

Yes, it should be imaged with the conference receipt or to one of the fixed meal expenses (per diem) if the conference receipt has already been submitted on a previous report.

**Can a Default Manager send a travel request back to the originator?**

Yes, the Default Manager may send back the travel request with a comment.

**Will Eastern Michigan be invoiced for travel booked through Conlin?**

No, you must use your University Payment Card or a personal credit card.

**How will moving expenses be reimbursed?**

All moving expenses will be reimbursed through Concur. Please follow the [Relocation Policy](#) located on the Controllers Website.

**What can a delegate do?**

A delegate can perform all the functions as the user except submit an expense report for the traveler or Pcard holder.

**Can a delegate submit a travel request on behalf of an employee?**

Yes, a delegate is able to submit a travel request on behalf of an employee.

**Can a delegate submit an expense report on behalf of an employee?**

No, a delegate is unable to submit an expense report on behalf of an employee.

**Can an employee assign more than one delegate?**

Yes

**Can an approver have a back-up?**

Yes, an approver can set up a delegate to act on their behalf while on vacation, etc. but the delegate must already be an approver in the system.