

Concur Approver Training

Policy, Approvals, and Registry
Project Fast Lane



University of Massachusetts

Amherst • Boston • Dartmouth • Lowell • Medical School • UMassOnline

Agenda

- Learning Objectives
- Policy Highlights
- New Technology (Concur)
- Concur Homepage
- Approval Scenarios (3)
- Q&A
- Next Steps

Learning Objectives



Understand the Travel Policy, and Business & Travel Expense (BTE) including how they are operationalized in Concur.



Understand the various types of approvals in Concur: Requests and Expense Reports.



Learn how to add additional delegates in case you are out.



How to review and return or approve Requests and Expense Reports.

Policy Highlights

As an Approver...

You are responsible for validating that all business and travel expenses meet the following conditions, according to the BTE Policy [T92-031](#), IV. Policy Statement, Section I (page 3):

- ✓ Compliance with University policy and standards.
- ✓ Expenses have a clear and documented business purpose and are a reasonable and judicious use of University funds.
- ✓ Expenses are documented, submitted, and accounted for in a timely manner in accordance with applicable Presidential Standards.

Updates to the BTE Standards Since Launch

Section	Update
Campus Events Definition	Events may include food and beverage and be either campus-wide or on a smaller scale and may require prior approval. Events with Food & Beverage > \$500 requires additional approval.
Food & Beverage (Business Meals/Meetings)	Food and Beverage Maximum Cost Guidelines (rates are not inclusive of tax and tip) <ul style="list-style-type: none"> • Breakfast: \$22.50 • Lunch: \$37.50 • Dinner: \$70
Celebrations	Departmental non-business meals and dinner celebrations or other non-incident food and beverage expenses that involve only University employees and not external business guests are ordinarily not permissible expenses unless special circumstances exist, and the expenditure is pre-approved
Per Diem Rates	<ul style="list-style-type: none"> • First and last days of travel are always 75% of the destination meals per diem rate • For partial per diem, when travel is less than 24 but at least 12 consecutive hours, 75% of the destination meals per diem rate may be paid. A partial per diem with no overnight stay is taxable reimbursement to the employee.
Rental Car Insurance	For the University insurance policy to apply, the vehicle must be rented in the name of the University whenever possible.

Approval & Exception Matrices

It is important you review [Campus Approval & Exception Matrix](#) before adding additional approvers. The matrices will also help you reinforce the required prior approval from your campus.

	Prior Approval	Department Head	Dean, Provost, VC or equivalent, or designee	Chancellor	Controller	Grant and Contracts Admin, Research & Sponsored Programs	Campus Human Resources	IT	Risk Review ¹⁾	Exec. Vice President or designee	President or designee	
Business Expense	Events/Functions											
	Alcohol at Events	X		X								
	Events in excess of \$500	X		X								
	Gifts/Awards											
	Employee recognition (campus-wide established recognition program)	X					X					
	Employee recognition gift/achievement award by department	X	X									
	Gift/award provided to external organizations (Contributions)	X		X								
	Gift Cards											
	Gift card (human subject)	X				X Non-sponsored funds Footnote 2	X Sponsored funds					
	Gift card (non-human subject)	X				X Footnote 2						
	Other Expenses											
	Cell Phone	X						X Footnote 5				
	Travel Expense	Travel (Travel authorization obtained through Terra Dotta)										
International/Out of State overnight		X		X Footnote 3					X			
Exceptions	Exceptions											
	Exceeding limits or purchases that would normally be allowable, as articulated below	X		X								
Professional dues and subscriptions for lifetime memberships	X		X									

Note: Concur is configured to route expense reports and requests to the proper approver

New Technology

Concur

Concur Rollout: Included and Not Included

Included:

- UMass Employees
- UMass Student Employees

Not Included: Continue to use the same process

- UMass Students
- UMass Guests
- Suppliers/Vendors



New Technology & Processes

Current – 5 different systems with limited integration

**Peoplesoft used for UMPO and UMD*



Future – 2 systems, well integrated



Bank Card Then and Now

BuyWays

- Bank Card transactions not integrated in BuyWays.
- Required to approve a requisitions in BuyWays with monthly statements and supporting receipts.



Concur

- All Bank Card transactions will feed into Concur from U.S. Bank.
- Employee creates a **monthly** expense report in Concur to allocate Bank Card transactions.
- The expense report will automatically route to the cardholder's supervisor for review/approval.

Note: Declining Balance Bank Card/Gift Cards are not included. Please continue to use the same process.

New Terminology

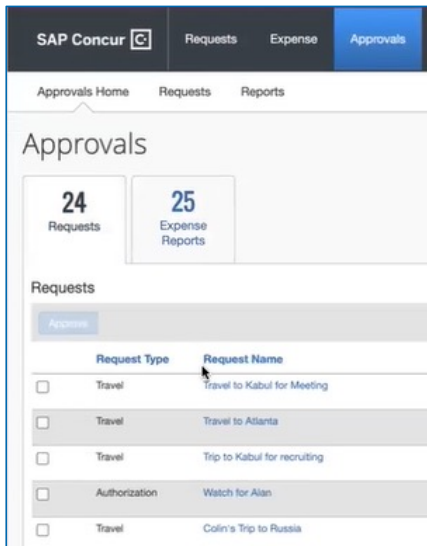
Term	Definition
Allocation	Assigning a speedtype to expenses. You will no longer need to reallocate.
Concur Request	Module for: <ul style="list-style-type: none"> Expense exceptions (replaces DocuSign for all campus) Expense prior approval (replaces DocuSign for all campus) Pre-travel authorization (replaces University Travel Registry for all campus and Peoplesoft Travel Authorizations for UMass Dartmouth and UMass President's Office)
Concur Expense	Module for: <ul style="list-style-type: none"> Creating and submitting expense reports (out-of-pocket and Bank Card transactions)
Concur Approval	Module for approvers to approve: <ul style="list-style-type: none"> Authorization Requests (Pre-Travel, Prior Approval, Exception) Expense Reports
Concur Travel	Module for booking travel. Travel can be booked via: <ul style="list-style-type: none"> Concur Online – booked within the Concur module CTP Agent Assist – booked through CTP Agent Assist via phone or mail Other – booked outside of Concur and CTP i.e., Expedia
Delegate	Someone who can act on behalf of a delegator by requesting, expensing, and booking travel. Also known as a proxy or expense/trip preparer.
Delegator	Someone who delegates a person to enter a request, expense report, book travel, or approve on their behalf.
Travel Allowance	Allowances paid to cover personal meals & incidentals costs incurred while on a business trip. Also known as meals per diem.

Concur Roles & Responsibilities

Expense User	Supervisory Approval	Delegate	Cost Object Approval	Employee Services Team
<ul style="list-style-type: none"> • Ensure bankcard purchases and out of pocket reimbursements comply with UMass Business Travel and Expense Policy ("BTE") • Obtain required prior approvals and/or exceptions (via Concur Request) for applicable expense as required by BTE • Link required prior approvals and/or exception into Concur expense report • Upload receipts into Concur expense report • Allocate bankcard expenses to appropriate speedtype in Concur expense report • Enter out of pocket reimbursement into Concur expense report and select appropriate speedtype • Timely creation and submission of expense; required monthly submission 	<ul style="list-style-type: none"> • Review travel request to ensure the travel is valid and reasonable for the employee job duties. • Review expense report to ensure the employee's out of pocket reimbursements and bankcard expenses are valid and reasonable for the employee's job duties. • Ensure bankcard purchases and out of pocket reimbursement are in compliance with UMass Business and Travel Expense Policy (BTE) 	<p><u>Delegate preparing request and/or expense report</u></p> <ul style="list-style-type: none"> • Prepare requests and expense reports on behalf of the employee. See expense user roles and responsibilities. <p><u>Delegate submitting expense report</u></p> <ul style="list-style-type: none"> • Best practice is for the delegator to submit their own expense report. • When a delegate assists the user, the delegator must review and submit the expense report <p><u>Delegate for supervisory approval:</u></p> <ul style="list-style-type: none"> • Approving as a delegate for the supervisor. See supervisory approval roles and responsibilities <p><u>Delegate for cost object approval:</u></p> <ul style="list-style-type: none"> • Approving as a delegate for the cost object approver. See cost object approval roles and responsibilities 	<ul style="list-style-type: none"> • Ensure bankcard purchases and out of pocket reimbursements are in compliance with UMass Business Travel and Expense Policy ("BTE") • Affirm expenses are within budget and scope of the specified funding sources • Ensure costs are allowable • Ensure accurate Concur expense type has been selected by the expense user. • Ensure required receipts are accurate and attached to the expense report • Ensure applicable prior approvals and/or exceptions are received and included in expense report. 	<ul style="list-style-type: none"> • Final review to ensure compliance with policy. • Ensure proper level of approval on submitted expense reports (i.e., speedtypes not assigned a cost object approver) • Monitor and follow up to ensure timely approval of submitted expense reports

Note: Amherst & Dartmouth do not allow delegates to submit expense reports

Approval Types



	Request Type	Usage Scenario
Authorization	Expense Exception	Expenses that are out of the policy. All expense exceptions require prior approval.
	Expense Prior Approval	Expenses that require prior approval, per the BTE policy.
Travel Request	Pre-Travel Domestic	Request to travel overnight within United States require prior approval.
	Pre-Travel Interational	Request to travel outside of the United States require prior approval.
Report	Expense Report	Reimbursement for expenses that have been incurred. And allocating US bank card charges

Concur

Homepage, Notifications & Delegates

Concur Homepage

The screenshot shows the SAP Concur homepage for the University of Massachusetts. The interface includes a top navigation bar with the SAP Concur logo and a Home dropdown menu. A central navigation bar features a '+ New' button and five summary cards: '00 Required Approvals', '02 Authorization Requests', '01 Available Expenses', and '00 Open Reports'. Below this, there are three main sections: 'Trip Search' (with a 'Mixed Flight/Train Search' form), 'Company Notes' (with a 'T&E Resource Library'), and 'My Tasks' (with three task cards: '00 Required Approvals', '01 Available Expenses', and '00 Open Reports'). A 'My Trips (0)' section is also visible at the bottom left. Callout boxes provide detailed instructions for each of these elements.

Callout Boxes:



- Top Left:** SAP Concur Home
- Top Center:** Quick way to start a request, expense report, or reservation
- Top Right:** See all pre-authorization, prior approval or exception requests that are pending approval
- Far Right:** Update your address, assign delegates, etc.
- Left 1:** Quick way to return to the Concur Homepage from any page
- Left 2:** Access the requests, travel, expense, and approvals modules
- Left 3:** Quickly search for airfare, hotels, and rental cars
- Left 4:** Find all upcoming trips
- Right 1:** See all open expense reports
- Right 2:** See all available bank card transactions
- Right 3:** Access job aids, policies, and forms
- Right 4:** Quickly see the queue of approvals, bank card expense, and open expense reports

Notifications

Notifications for users are automatically turned on.

- Approvers will receive email notifications once Authorization Requests and/or Expense Reports are submitted
- Approvers will receive weekly email notifications for their pending approvals
- Notifications will be sent from: AutoNotification@concurolutions.com

CAUTION: This email originated from outside of Supply Chain Partner. Do not click links or open attachments unless you recognise the sender and know the content is safe.

SAP Concur  

Expense Report Pending Your Approval

You have a report pending your approval.

Report From	Josh Never
Report Name	Test Report
Report Purpose	
Requested Amount	200.00 USD

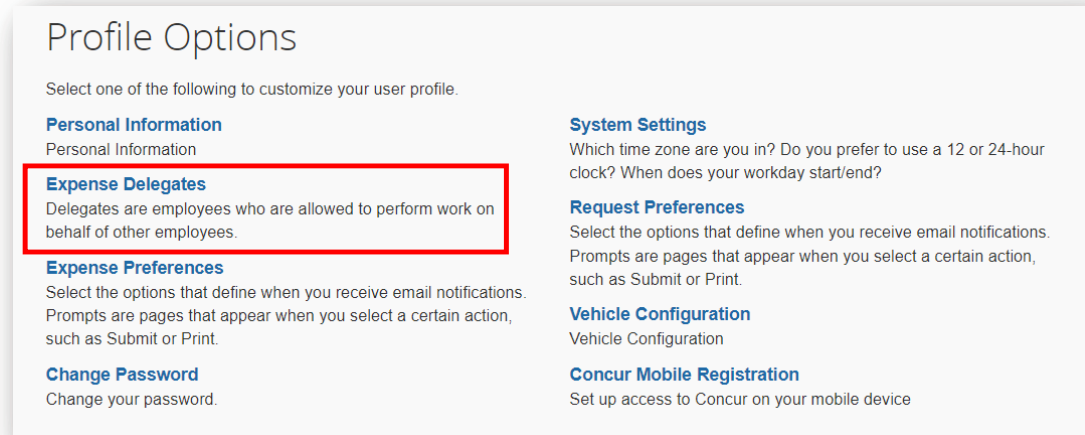
[View Report](#)

Sample email from Concur

Delegates

Delegates are employees who are allowed to perform work on behalf of other employees. i.e., The History department approver is out of the office for three weeks and delegates approval to another manager in the department. Delegates can approve:

- Authorization Requests
- Travel Requests
- Expense Reports



Profile Options

Select one of the following to customize your user profile.

- Personal Information**
Personal Information
- Expense Delegates**
Delegates are employees who are allowed to perform work on behalf of other employees.
- Expense Preferences**
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.
- Change Password**
Change your password.
- System Settings**
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?
- Request Preferences**
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.
- Vehicle Configuration**
Vehicle Configuration
- Concur Mobile Registration**
Set up access to Concur on your mobile device

Note: Because of checks & balances, a delegate cannot prepare and approve the same report.

Assigning a Delegate

Expense and Request delegate are shared. To assign a delegate, simply **select Add** and enter the employee's name. Select the permissions that you would like the employee to have and **Save**.

Request Delegates

Delegates Delegate For

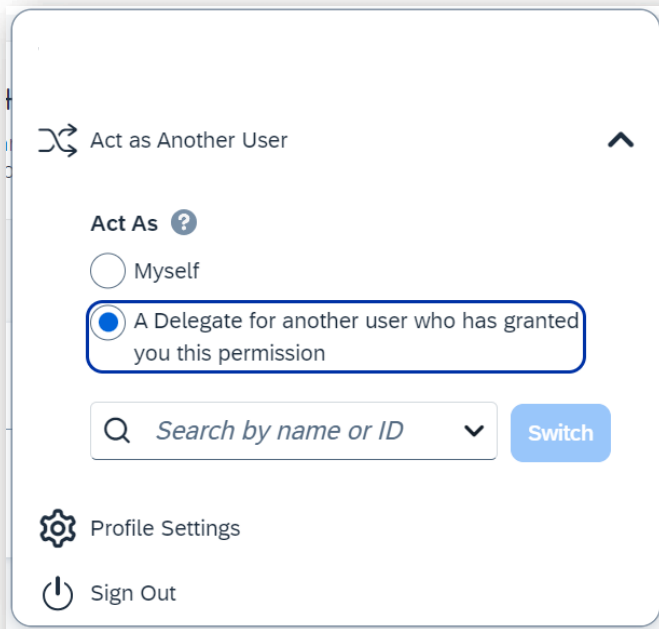
Add Save Delete

Delegates are employees who are allowed to perform work on behalf of other employees.
Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can Submit Requests	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	Cortes, Claudia scerrato+10208444@umassp.edu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Acting as a Delegate

If you have been assigned as a delegate, you can approve an Authorization or Expense Report on behalf of another approver.



- To “switch” your account to a delegate function, you will need to access your Profile and under the “Act As” section, select **A delegate for another user who has granted you this permission** and then enter the employee's name.

Approval Scenarios

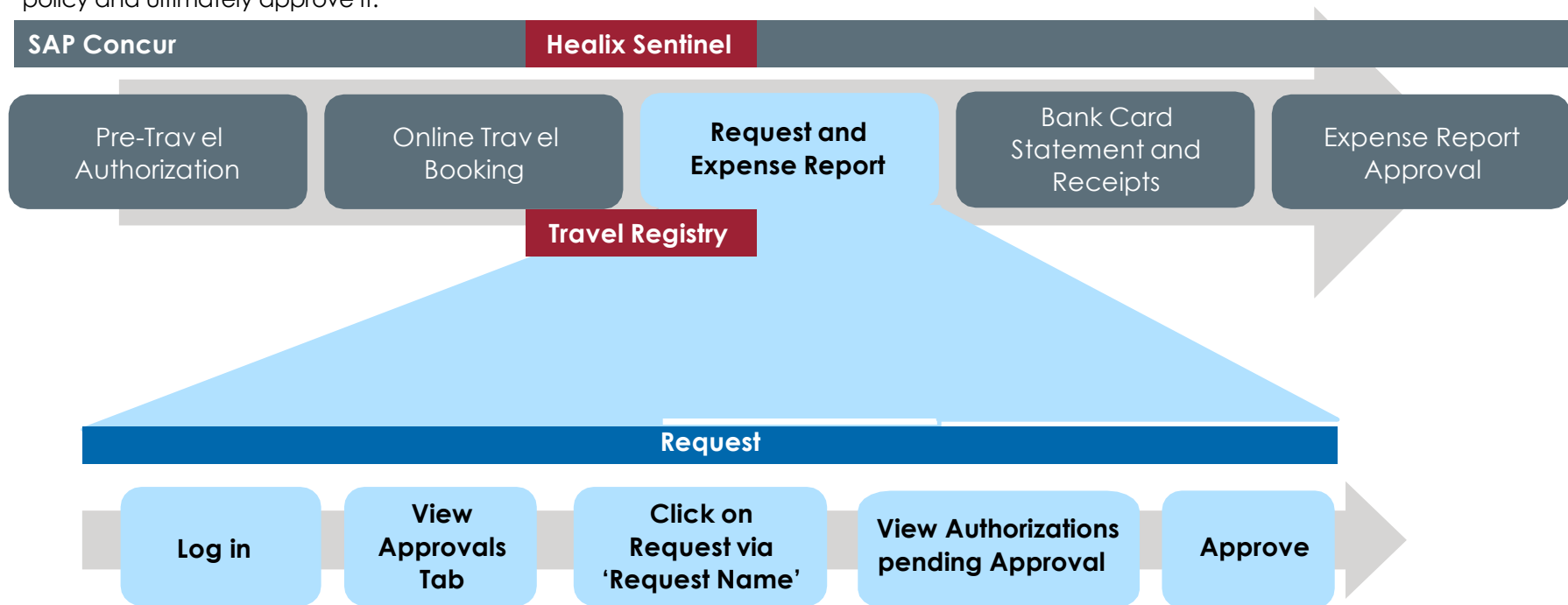
Training Scenarios

#	Scenario
1	Approving a Non-Travel Prior Approval Request
2	Approving a Pre-Travel Authorization Request
3	Approving or Sending Back an Expense Report

Scenario #1

Approving a Non-Travel Prior Approval Request or Exception

Description: Sue submitted a Prior Approval request for alcohol at an event that requires your approval. You need to review it to ensure it aligns with the policy and ultimately approve it.



Scenario Demo

Scenario 1 Takeaways

1

There are two types of request authorizations:

Expense Exception: Expenses that are out of the policy. All expense exceptions require prior approval

Expense Prior Approval: Expense that require approval prior to being incurred, per the [BTE policy](#)

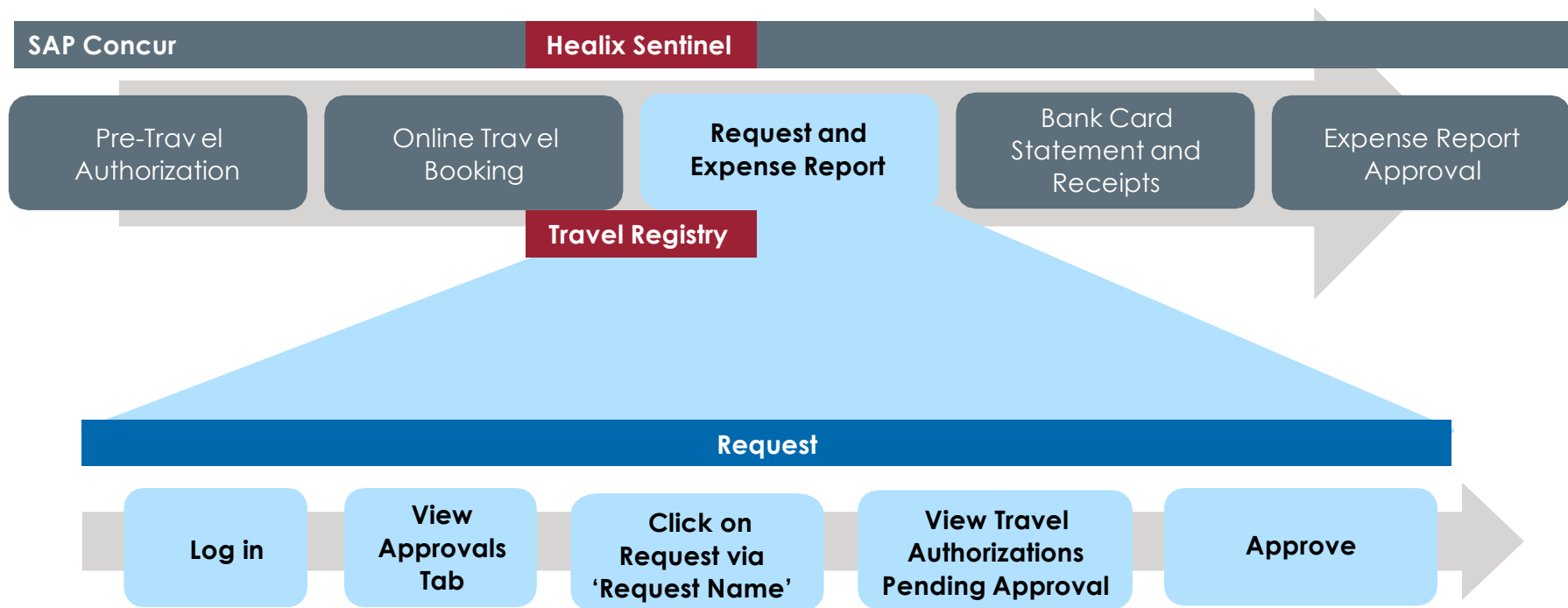
2

View Approval Timeline under Request Details for approval chain and status

Scenario #2

Approving a Pre-Travel Authorization Request and Routing to an Additional Approver

Description: Patty submitted a Pre-Travel Authorization for a conference in Seattle that requires your approval. You want to review and approve it.



Scenario Demo

Scenario 2 Takeaways

1

Use Concur Approvals to approve Requests (Travel, Authorizations) and Expense Reports

2

You can add and route to an additional Approver, when appropriate. Consult the Campus Approval Matrices for policy details

[Amherst](#)

[Boston](#)

[Dartmouth](#)

[Lowell](#)

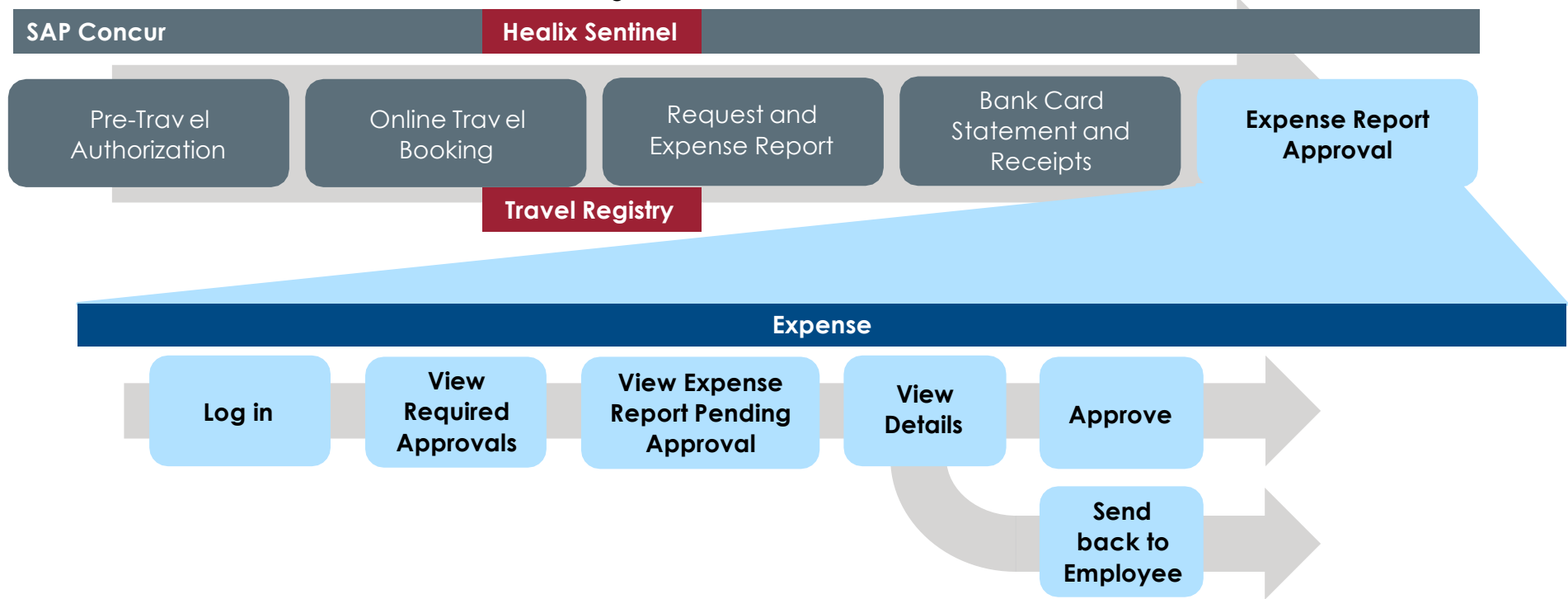
[UMass Chan](#)

[President's Office](#)

Scenario #3

Approving or Sending Back an Expense Report

Description: Judy submitted an Expense Report for a business meeting at UMass Boston that requires your approval. You will be sending it back to Judy because she did not deduct her commute from her mileage.



Scenario Demo

Scenario 3 Takeaways

1

As an approver you will have the ability to view expense details, allocations, receipts, and any attached requests

2

Expense Reports with issues should be sent back to the report preparer with comments on why it is being sent back

Q & A



Next Steps

Help & Additional Resources

[Travel & Expense Website](#)

[Concur User Rollout Page](#)

[Concur Resource Library](#)

[Get Help via Email](#)

[PFL Office Hours](#)
Monday & Wednesday
3 – 4pm

[Concur Login](#)