SAP Concur

FREQUENTLY ASKED QUESTIONS
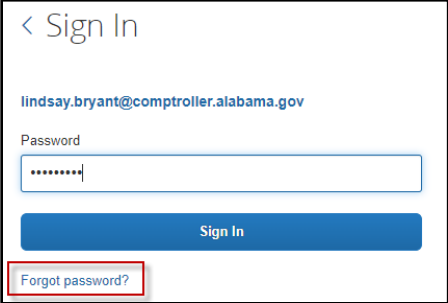
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FREQUENTLY ASKED QUESTIONS

PASSWORD RESET

CONCUR SYSTEM

- If you have logged into Concur before and have forgotten your password, you can click the "Forgot Password" button on the login screen to have it reset.

- If you have never logged into Concur and cannot remember your temporary password, contact either your travel card admin, travel liaison or agency CFO.

US BANK SYSTEM

- If you need to reset your password in Access Online, contact Card Services for assistance.

PROFILE NAME CHANGE

If the name in your profile is not correct, changes must be made in GHRS first. Once those changes have been updated in GHRS, the agency Concur admin will need to contact the Comptroller's Office Concur contact to have this corrected.

Once editable fields of the name have been updated and saved by the traveler, edits will no longer be allowed. If you have made an incorrect change to your Middle Name, your agency Concur admin will need to contact the Comptroller's Office Concur contact to have this corrected.

WHAT CAN BE CHARGED ON TRAVEL CARD?

The Travel Card is to be used for travel accommodations for lodging, rental vehicles, airfare and other necessary travel expenses related to out of state or qualifying instate actual travel events. The only travel expense category prohibited on the Travel Card is the purchase of food/meals. Meals and incidentals are to be paid using your personal card or cash and reimbursed as described in the Concur training materials.

- Airfare, baggage fees, airport parking
- Hotel, hotel parking
- Transit Costs – shuttle, UBER, taxi, etc. and related tips
- Rental Car and related gas
- Conference Registration

WHY DO I KEEP GETTING DAILY EMAILS FROM CONCUR ABOUT PENDING CHARGES?

When your travel card is used, charges import into your Concur profile from the bank. Concur generates a daily email notification to remind you to submit those expenses for payment. Charges on the State Travel Card must be paid within 30 days of the due date, regardless of the dates of travel. If there are agency booking fees, airfare or conference registration fees charged prior to the travel event, those expenses should be submitted in an expense report in advance of your travel event, so the bank is paid.

WHAT SHOULD I DO IF THE HOTEL BILL HAS AN INCORRECT CHARGE ON IT?

Travelers should check their hotel bills (or any receipts) for accuracy before leaving the establishment. Any errors should be addressed immediately with the vendor. Any errors should be credited back to the Travel Card. Travelers should make sure relating credits are included in the expense report with the original charge, so the bank is paid the correct amount.

HOW DO I FIX MY REPORT IF MY TRAVEL CARD CHARGE HAS AN UNDEFINED OR INCORRECT EXPENSE TYPE?

Some charges import from the bank with an incorrect expense type, based on prior use or how the merchant is categorized with the bank. It is very important that accurate expense types are used for each line. You may edit the expense type by selecting from the dropdown list provided. If the correct expense type is not available, make sure the correct Report Policy is being used by viewing the Report Header.

DO I NEED TO ATTACH A MILEAGE MAP TO MILEAGE CLAIMS IN CONCUR?

No; Concur is set up to include a Google map of the destination/route the traveler provides on the Personal Mileage expense line.

INTERNATIONAL TRAVEL MEAL RECEIPTS

State policy is to use the highest CONUS rate in the US for meal allowance for international travel. Reimbursement is based on actual expenses, so receipts must be attached for international travel.
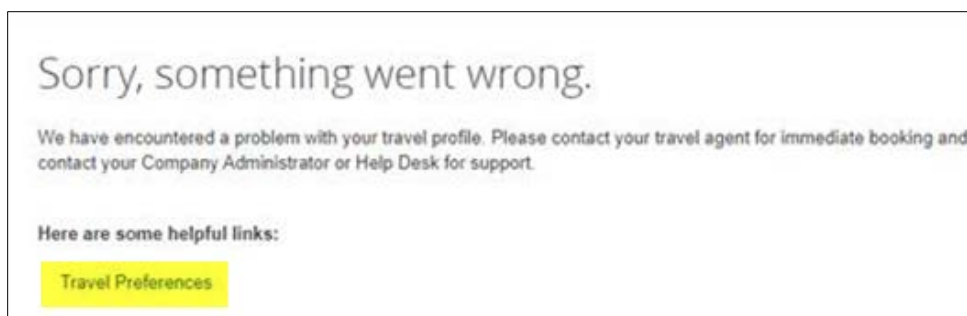
COMMON ERRORS

BOOKING TRAVEL

AN ERROR SCREEN APPEARS WHEN TRYING TO FINALIZE MY TRAVEL BOOKING

If the Concur system is unable to finalize your travel booking, most times it is due to incorrect information that has been keyed in the traveler's profile. The error screen should help indicate where the problem lies.

If the error indicates "Travel Preferences", check the frequent flyer program entries. If the details entered are not accurate, the system will not be able to match the program and therefore throw an error.

EXPENSE REPORT

TRAVEL CARD CHARGE HAS AN UNDEFINED OR INCORRECT EXPENSE TYPE

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REPORT NAME IS INCORRECT ON MY APPROVED REQUEST

If the Request was approved without the correct Request Name (Destination, Travel Dates), when the Expense Report is created that field can be edited to add the dates of travel. Below is an example of what the screen will look like:

TRAVEL DATES ARE NOT AVAILABLE FOR SELECTION IN THE ITINERARY SCREEN

This is because an itinerary already exists for those travel dates. The most common mistake is a report is deleted, leaving an existing itinerary or an itinerary imports into Concur from the airfare purchase. Within the expense report, click the Details link and select Available Itineraries.

From here you should see the itinerary of your trip. Click the correct itinerary and select the Assign button. This will move the itinerary to your current expense report. If your itinerary is not visible, use the drop down to search for itineraries earlier in the year.

CONCUR ERRORS OR EXCEPTIONS

ITINERARY IS NOT ALLOWED PRIOR TO TRAVEL DATES

If you are creating an expense report prior to the travel event to pay for credit card charges and create the itinerary instead of canceling out of the screen (shown on page 2), you will receive an error. The itinerary is there to calculate CONUS/M&IE after the travel event and Concur will not allow this information to be attached to a report that is submitted prior to the travel dates.

ITINERARY EXTENDS OUTSIDE APPROVED TRAVEL DATES ON THE REQUEST

If the dates selected on the travel itinerary screen do not match the travel dates entered on the approved Request, this error will appear and will prevent the traveler from submitting the expense report. If the dates on the Request were entered incorrectly, the Request will need to be redone. If there was a change in travel dates due to an unforeseen event, please contact your agency's Concur office for instructions on how to handle.

EXPENSE REPORT MUST BE CREATED FROM A REQUEST

Each expense report must have an associated "approved" request before submitting. If not done properly, this error will result. Consult the Concur training materials for how to begin this process.

THIS EXPENSE CANNOT BE SUBMITTED UNITL IT IS MATCHED TO AN IMPORTED CARD TRANSACTION

Charges made on the State Travel Card must import into Concur from the bank before they can be included in an expense report. They will be identified by a blue credit card icon. If your charge does not have this icon, wait a day or two to allow time for the bank to submit the transaction to your Concur profile. If you continue to have problems, please contact your Travel Card Administrator.

DATES OVERLAP ANOTHER REPORT

This warning is to notify approvers that there are multiple expenses reports relating to this trip. If you have not submitted multiple reports, make sure you haven't created multiple versions in your profile. This warning does not prevent the report from being submitted.