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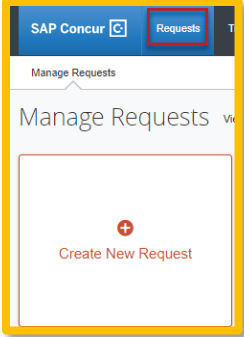
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Creating a Travel Request

To create a request:

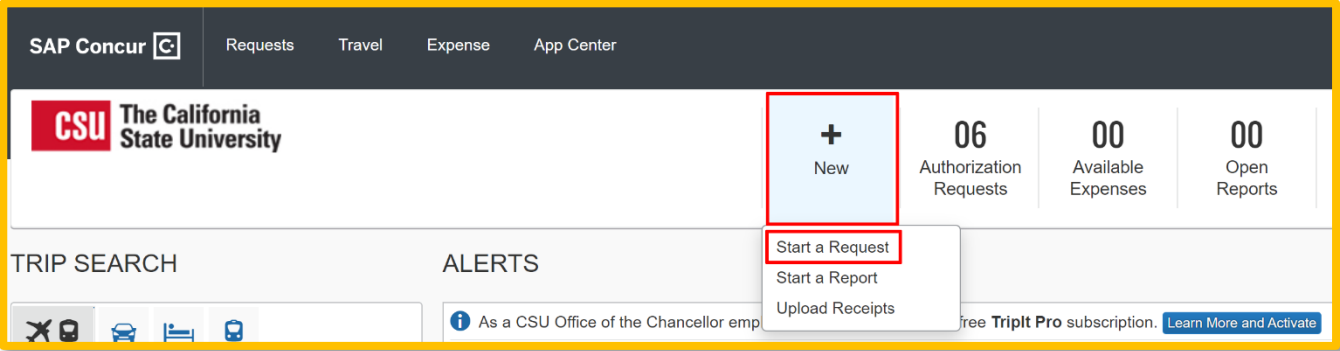
1. Either:

Click **Requests** on the header toolbar, and then select the tile named **Create New Request** on the **Manage Requests** page.



OR

Click on **New** and select **Start a Request** from the drop-down menu.



2. Complete all required fields with a red asterisk (*) and make sure to select the correct request policy – **CSU Request Policy**.

See field descriptions and additional information in the below table.

The screenshot shows a web form titled "Create New Request" with a close button in the top right corner. The form contains several required fields, indicated by a red asterisk (*). The "Request Policy" dropdown menu is highlighted with a red border and contains the text "*CSU-Request Policy". Other fields include "Request/Trip Name", "Trip Type", "Travel Start Date", "Travel End Date", "Traveler Type", "Trip Purpose", "If Faculty, is class covered?", "Personal Dates of Travel", "Destination City/State", "Final Destination Country", "Are you traveling to a banned state?", "Are you traveling with students?", "Business Unit", "Fund", "Department", "Program", "Class", and "Project". A "Comments To/From Approvers/Processors" text area is located at the bottom. The form has "Cancel" and "Create Request" buttons at the bottom right.

NOTE: CSU Non-Employee Policy is only to be used for students or 3rd party visitors, see the below table for further details.

Field Name	Description
Request Policy	Select the Non-Employee request option to initiate the applicable fields needed to capture activity for non-employee travel.
Request/Trip Name	Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (e.g. San Francisco, CA 4/6-4/8).
Trip Type	Select from the drop-down list.
Travel Start Date	Date business expenses start. If personal days precede business dates, please be sure to still set travel start date to the date you leave for the trip.
Travel End Date	Date business expenses end. If personal days are after business dates, please be sure to still set travel end date to the date you return from trip.
Traveler Type	Select from the drop-down list.
Trip Purpose	Select from the drop-down list.
If Faculty, is class covered?	Only Required for Faculty. Select from the drop-down list.
Personal Date of Travel	Enter all dates which are personal. If none, place NA in field.
Destination City/State	If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.
Final Destination Country	The country will pre-populate based on the destination city selected.
Are you traveling to a banned state?	Select from the drop-down list.
Are you traveling with students?	Select from the drop-down list.
Chartfield	Chartfield String will pre-populate based on your department. If necessary, changes can be made by traveler or approver.

3. Select **Create Request** in the lower right-hand corner of the screen.
4. Add **Expected Expenses**, from the drop-down list or using the search function.
 - Enter meaningful estimates for the related expense. The final travel request should reflect the anticipated cost for the trip and communicate amount of campus

department funding a traveler is seeking for a particular trip. The **Estimated Total** summarizes expected expenses and the amount that is being sought for approval.

- The following screenshots are part of a sample travel request with notes about common expense choices and other navigation items

NOTE: If you have a limited budget for travel, please make sure your travel request reflects that situation.

Manage Requests

Alerts: 2

Request Example \$823.50 Copy Request Submit Request

Not Submitted | Request ID: 4GGJ

Request Details Print/Share Attachments

EXPECTED EXPENSES

Add Edit Allocate Delete

Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Hotel Reservation	Los Angeles, California	11/04/2020	\$425.00	\$425.00
<input type="checkbox"/> 02. Personal Car Mileage		11/04/2020	\$103.50	\$103.50
<input type="checkbox"/> Air Ticket	- : Round Trip	11/04/2020	\$185.00	\$185.00
<input type="checkbox"/> 04b. Meals - Domestic		11/04/2020	\$110.00	\$110.00

Estimated Total: \$823.50

a. Alerts

- Alerts are messages triggered by certain elements of your trip.
- If red, this means an action must be taken before a request can be submitted.
- A yellow alert panel means there are requests or communication related to your particular trip components.
- For example, an alert can communicate the need to add comments and explain the trip, to attach files, etc. The alert count will change as requirements are met and the alert is no longer necessary.

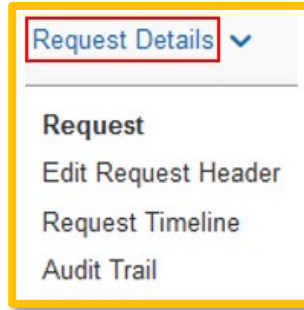
Alerts: 2

REQUEST

ACTION REQUIRED: An agenda, itinerary, or screen shot of Conference information (Name, date, location) must be attached to Request. [View](#)

ACTION REQUIRED: Please enter trip justification/information in Comments section of the request header or add an attachment with information that supports the travel request. This will be reviewed by approvers. Please continue with request after saving. [View](#)

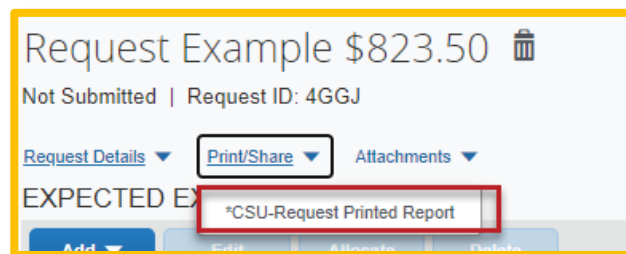
b. **Request Details**



- **Edit Request Header** – will take you back to the request header where you started and noted the trip demographics. You can revisit an entry in the request header until the request is submitted.
- **Request Timeline** – will show you the approval workflow and what steps have been completed or are outstanding. Once submitted, the request will route to the employee’s supervisor. Based on the chartfield entered on the Request Header tab as well as any additional chartfield allocated at the individual line-item level on the Expenses tab, the report will route to the “cost object approver(s)” (minimum travel signature authority) to approve the funding. If international travel or any other type requiring additional review, it will move to those responsible for that review – campus approvers, or Chancellor’s Office Risk Management for war risk countries.
- **Audit Trail** – will show you the timestamps of certain actions taken on the travel request.
- **Allocation Summary** – will show you the summary of any chartfield splits that might have been added to the request expenses.

c. **Print Share**

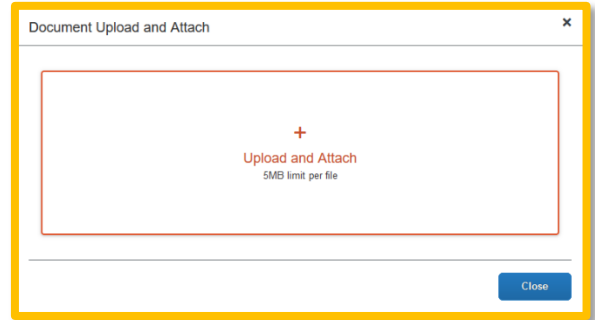
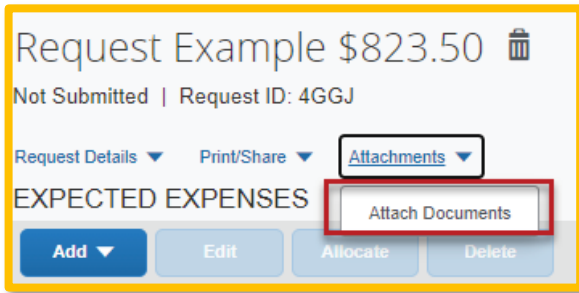
- This hyperlink will give you the option to save the request summary as a PDF to save or share as deemed necessary.



NOTE: It will be retained in the system according to CSU retention guidelines and printing or saving in duplicate is not necessary.

d. **Attachments**

- This hyperlink will give you the option to attach files that support the trip request. This could be a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for approvers.



NOTE: .docx files cannot be uploaded. Acceptable file types include .png, .jpg, .jpeg, .pdf, .html, .tif, or .tiff.

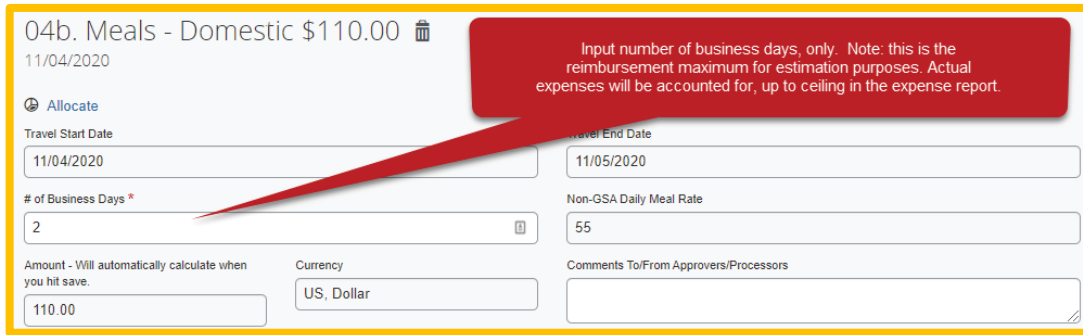
e. **Hotel**

- **Maximum Nightly Rate** – Enter the nightly rate for the hotel. In the case of fluctuating rates, enter highest rate.
- **Over Rate Comment** – If the hotel rate exceeds the CSU ceiling, this field will need to be completed. Please provide justification for the hotel choice.
- **Amount** – Enter the amount expected for entire business stay.

A screenshot of a "Hotel Reservation \$425.00" form. It includes fields for "City" (Los Angeles, California), "Date" (11/05/2020), "At" (hh:mm A), "Detail", "Comment", "Maximum Nightly Rate" (205), "Over Rate Comment", "Amount" (425.00), and "Currency" (US, Dollar). Three red callout boxes provide instructions: "Enter the nightly rate for the hotel. In the case of fluctuating rates, enter highest rate you will" points to the Maximum Nightly Rate field; "If hotel rate exceeds CSU ceiling this field will need to be completed. Please provide justification for the hotel choice." points to the Over Rate Comment field; and "Enter the amount expected for entire business stay" points to the Amount field.

f. **Meals**

- **# of Business Days** – Only input number of business days.



04b. Meals - Domestic \$110.00 🗑️
11/04/2020

Allocate

Travel Start Date: 11/04/2020
Travel End Date: 11/05/2020

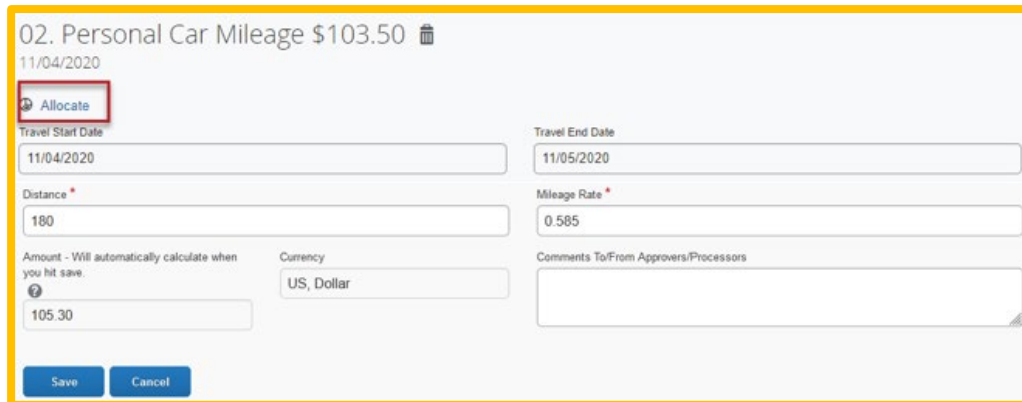
of Business Days *: 2
Non-GSA Daily Meal Rate: 55

Amount - Will automatically calculate when you hit save: 110.00
Currency: US, Dollar
Comments To/From Approvers/Processors:

NOTE: This is the reimbursement maximum for estimation purposes. Actual expenses will be accounted for, up to ceiling in the expense report.

g. **Allocate**

- When adding an Expected Expense, the **Allocate** feature can be used to designate different chartfields for expenses if there is a need for “split” funding of a travel transaction.
- Can select either method – **Percent** or **Amount**.
- Select **Add** button and note additional chartfields to split fund this expense.



02. Personal Car Mileage \$103.50 🗑️
11/04/2020

Allocate

Travel Start Date: 11/04/2020
Travel End Date: 11/05/2020

Distance *: 180
Mileage Rate *: 0.585

Amount - Will automatically calculate when you hit save: 105.30
Currency: US, Dollar
Comments To/From Approvers/Processors:

Save Cancel

Allocate
Expenses: 1 | \$105.30

Percent	Amount
Amount	\$105.30

Default Allocation

Code
LACMP-SF100-500120

Remaining \$0.00
0%


Can select either method - % or amount

Select add button and note additional chartfields to split fund this expense.

Add Edit Remove Save as Favorite

h. Once the travel request is complete, click the **Submit** button

Alerts: 2

Request Example \$823.50 

Not Submitted | Request ID: 4GGJ

Copy Request **Submit Request**

International Travel Request

Travel to international destinations generally follow the same process for creating a travel request as a domestic trip, with a few deviations.

1. **Trip type** should be designated as **International**.
2. Request must have an **attachment** with an international travel itinerary that communicates dates and points of destination. Risk Management will utilize this data to facilitate working with a traveler for necessary foreign travel insurance and other necessary components for a trip.
3. All expenses should be noted in **USD**. In the expense report stage, currency conversions are more relevant with actual expenses.

Blanket Travel Request for Mileage

Blanket mileage requests can be used for recurring activity for a given fiscal year. These mileage requests are meant to facilitate ongoing mileage reimbursement claims for employees performing supervisory responsibilities for campus student placements. An example of this would be driving throughout Southern California to observe and meet with student teachers/interns and mentor teachers.

1. Enter general information about the activity and note the time frame from August through May (academic year). Select **Mileage/Parking Only** for the **Trip Purpose** and select **Multiple Locations (Mileage Only)** in the **Destination City/State** field.

The screenshot shows the 'Create New Request' form with the following fields highlighted by red boxes:

- Request/Trip Name ***: 20/21 Mileage
- Trip Type ***: 1-In-State
- Travel Start Date ***: 08/01/2020
- Travel End Date ***: 05/31/2021
- Traveler Type ***: 1-Faculty
- Trip Purpose ***: Mileage/Parking Only
- Destination City/State ***: US, Multiple Locations (Mileage Only), California
- Final Destination Country ***: UNITED STATES

2. Enter estimated mileage/cost for the entire year. Prior year could be used as a reference point and should be adjusted for any known variances for a given year.

The screenshot shows the '02. Personal Car Mileage' form with a total amount of \$877.50. A red callout box with the text 'Estimate for the year.' points to the 'Distance *' field, which contains the value '1500'. Other fields include:

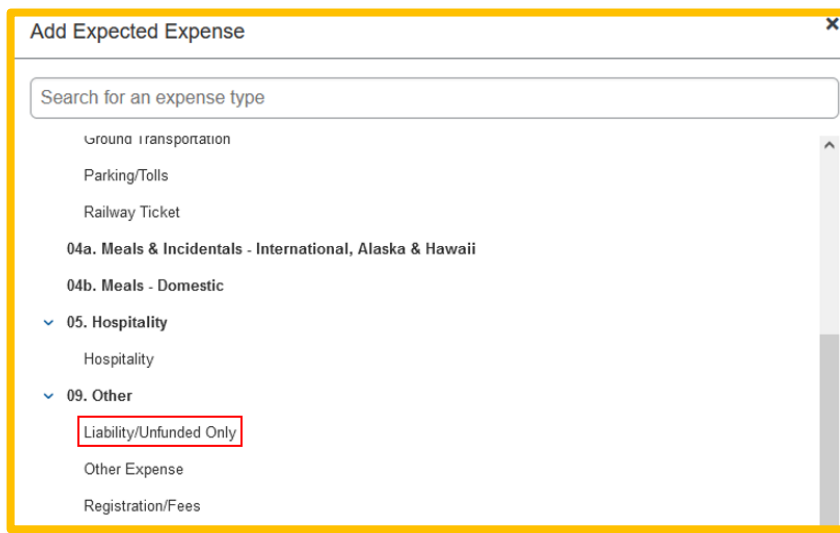
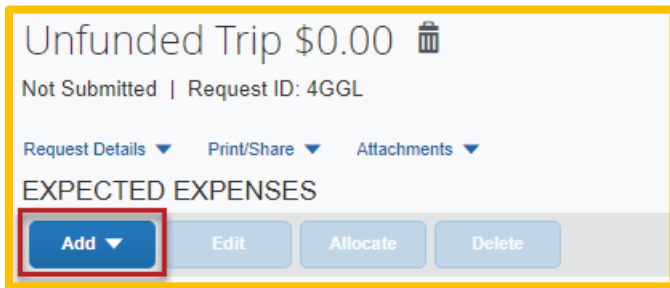
- Travel Start Date**: 08/01/2020
- Travel End Date**: 05/31/2021
- Mileage Rate ***: 0.585
- Currency**: US, Dollar
- Amount**: 877.50

Creating a “Liability Only/Unfunded” Travel Request

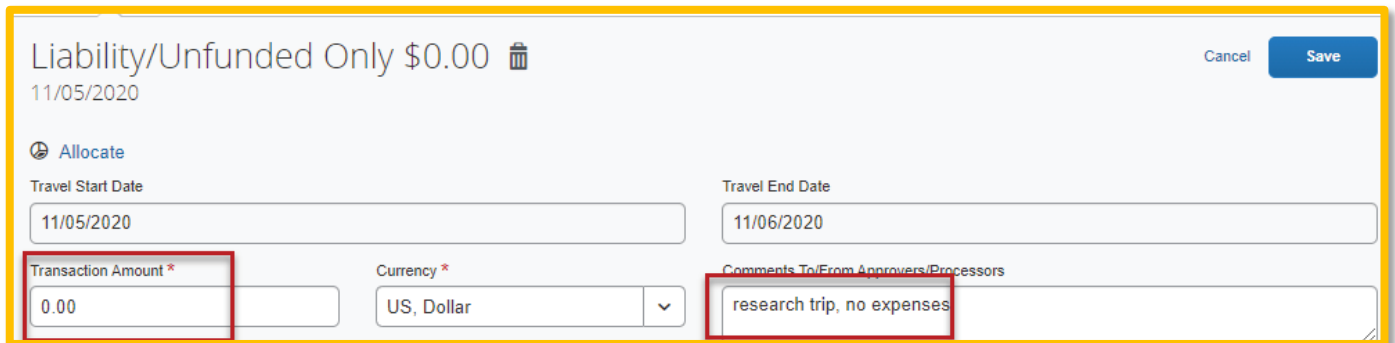
Travel with no funding from the campus, e.g. travel that is fully funded by outside sources or by the traveler needs to be evaluated for connection to University business. If directly connected to University business that supports campus mission, a travel authorization should be completed to communicate time away from campus. This will assist with campus duty of care objectives.

NOTE: Accepting travel gifts from a 3rd party may result in a conflict of interest (COI). Please refer to further information about COI.

1. Follow the steps above to create a travel request. Once trip details have been added to the travel request header, select **Liability/Unfunded Only** under **Other** from the **Add Expected Expense** drop-down list.



2. Add \$0 to the **Transaction Amount** and make a note in the **Comments** field for reference.



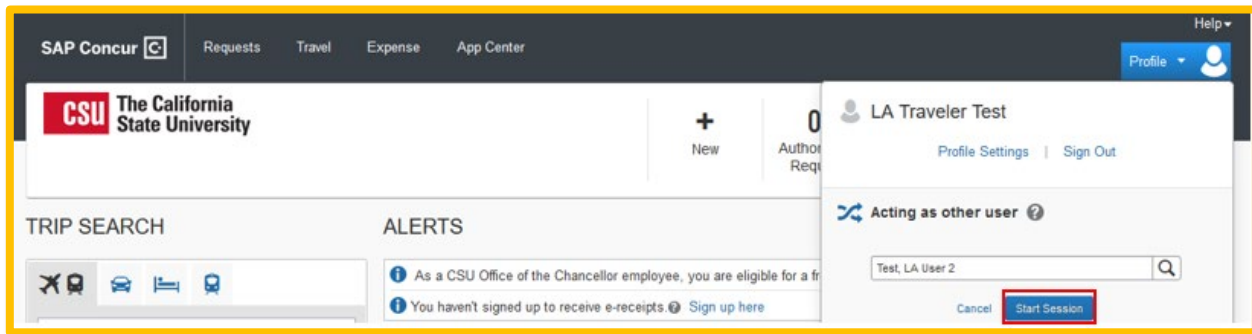
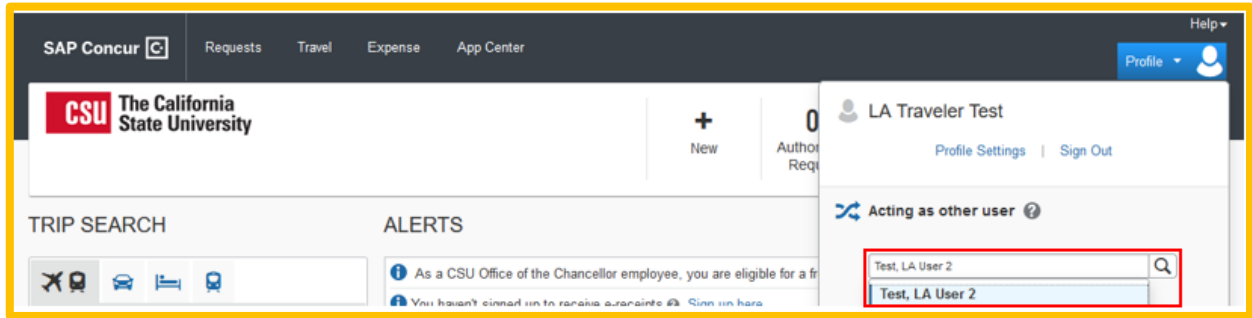
3. Once your trip is approved and you are notified via email, it is best to go back into Concur and follow the steps above for marking the request as **Closed/Inactivate Request**. Otherwise, the request will close on day 61 post trip, but in the meantime, the traveler will be prompted with reminders about submitting expense reports. Marking "closed" will reflect there are no expected expenses and will eliminate those expense report reminders.

Acting as a Delegate

If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as booking travel, preparing reports, etc.

To work as a delegate:

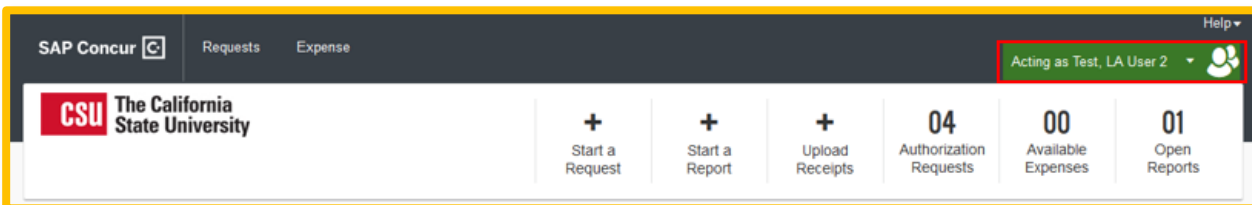
1. Click **Profile**.
2. Under **Acting as other user**, select the appropriate delegator's name from the drop-down list.



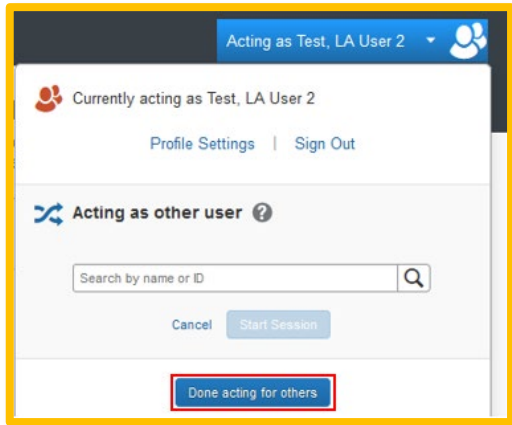
3. Click **Start Session**.
4. Notice that the **Profile** menu now displays **Acting as** and shows the name of the employee you are acting on behalf of.
5. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, **Entering a Travel Request**.
6. Once the Request is built, the Delegate can use the "Notify Employee" button to let the traveler know the Request is ready to submit. **The Traveler must certify and submit their own travel request.**



7. To select a different user, follow the same steps but click a different name.



- To return to your own tasks, click the down arrow next to **Acting as** and then click **Done acting for others**.



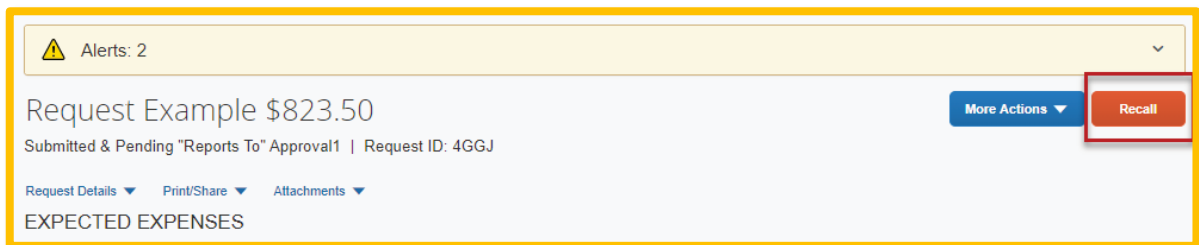
Altering a Request

If there is a need to revisit and alter a request (e.g. dates, locations, or if significant cost changes are necessary), there are a few options.

Recalling a Request

You cannot change, cancel, or delete a **Request** that has been submitted unless you **Recall** it first. You can only recall a request that is not in “approved” status. If the request has been fully approved, you will need to take different steps as noted below in **Replacing Request**.

- From the **Manage Requests** page, click on the tile associated with your request in your **Request Library**.
- Click **Recall**.

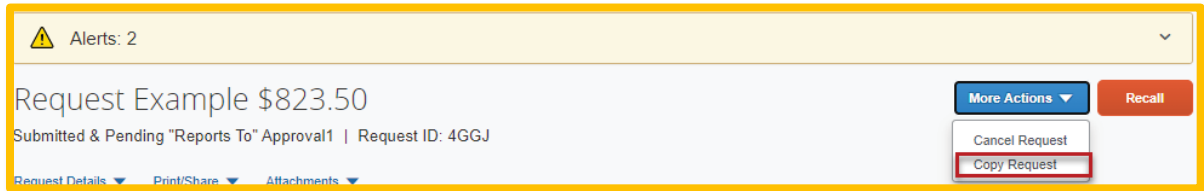


- Click **Yes** to confirm the recall. The status of the request is updated to **Sent back to user**.
- Make any necessary changes, then select **Save, Attachments, Print/Email, Cancel the Request** or **Submit Request** to complete the process.

Replacing a Request

This step is only needed in the case where a request has been fully approved and details have changed in such a way that the prior approved request is no longer valid.

1. From the **Manage Requests** page, click on the tile associated with your request in your **Request Library**.
2. Click on **More Actions** and choose **Copy Request** from the drop-down list.



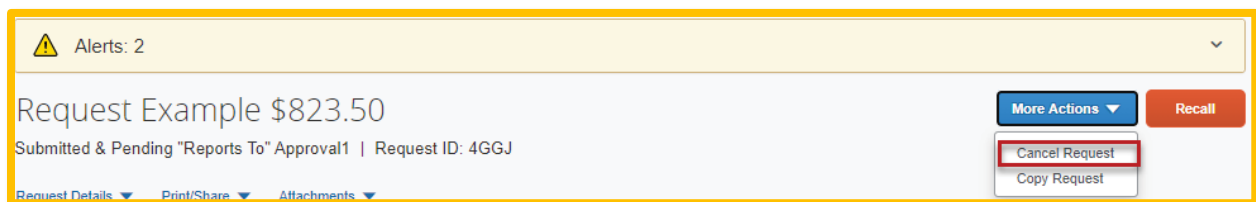
3. Enter a different request name (so you can differentiate between old and new) and then enter starting date and select Expenses box. This helps cut down on duplicative data entry if there are alike expenses between old and new. Click **Create New Request** button.

4. Make any necessary updates to the new request and submit for approval.

Cancel a Request

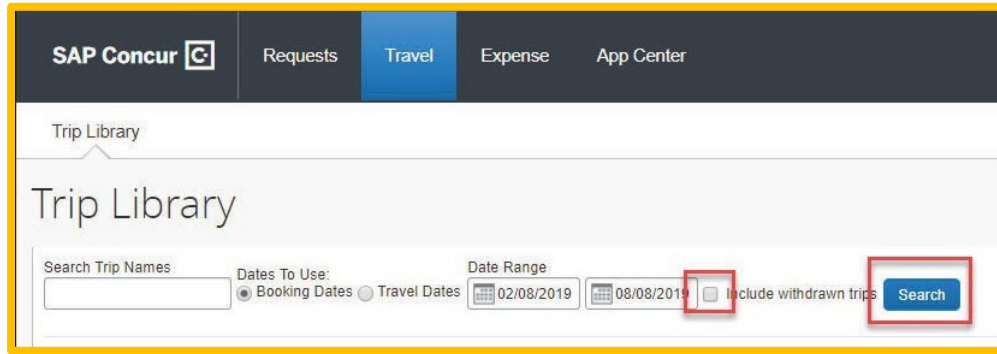
If a trip is canceled or elements have changed so significantly that you need to replace a request as noted in the prior section, please cancel the request by going back to the Requests tab and open the request.

1. Open request and select **Cancel Request**.



2. If your prior request had booked travel reservations, go to your **Trip Library** and make sure they are noted as cancelled/withdrawn (if that is your goal). This will ensure the campus/employee does not incur unnecessary expenses for not canceling on time.

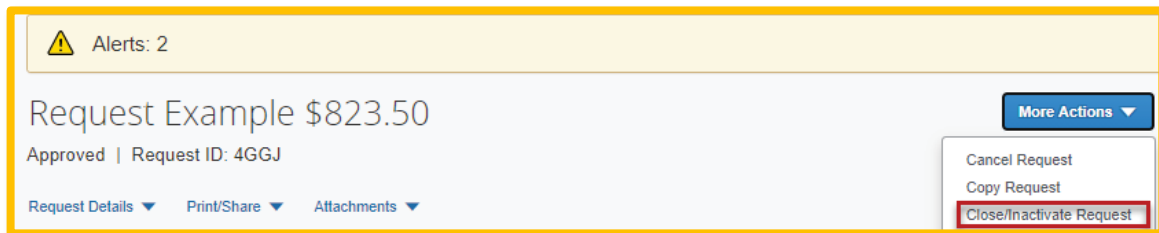
Check the **"Include withdrawn trips"** box and click **Search**.



Closing/Inactivating a Request

The system will automatically close open travel requests 61 days after a trip is complete. Reminder, expense reports need to be submitted within 60 days from end of trip date. If all relative expenses have been submitted, a user can manually close/inactivate the request. This is not a required step.

1. Navigate to the Request tab, then select the specific request and select **Close/Inactivate Request**.



The difference between this status and cancelation is that cancelation signals a true recall of an anticipated trip. Closing/inactivating means the trip is complete. If by chance an expense needs to be submitted after a request is closed, please reach out to One-Stop Financial Services for assistance.