

## Transition from Concur to Firefly

## Frequently Asked Questions (FAQs)

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*The University of Nebraska and the Nebraska State College System (NSCS) will be transitioning travel requests, expense reporting, and approvals from Concur to Firefly beginning February 29, 2024. The process for booking air, hotel, or car rentals will remain in Concur.*

**Q. Will the process change for booking air, hotel, or car rentals beginning February 29, 2024?**

A. No. We will continue using the Concur booking application operated by our travel management company.

**Q. Who can I contact for assistance during this transition period?**

A. Submit the [form](#) via the Non-Travel/Travel Help tile in Firefly or contact the NU Travel office by sending an email to [traveloffice@nebraska.edu](mailto:traveloffice@nebraska.edu).

**Q. Why are we moving the travel applications from Concur to Firefly?**

A. The goal is to create a more streamlined and user-friendly process for faculty and staff. The move to Firefly – an interface most employees are already familiar with – will make the process of submitting travel requests and expense reports similar to submitting a leave request. Non-travel expense reporting has been available in Firefly since December 2022.

**Q. What if I have an approved travel request in Concur for future travel?**

A. If the last day of travel is on or after April 15, a new request will need to be created and submitted in Firefly. *Note:* close/cancel any requests in Concur to eliminate email notifications.

**Q. What happens if my expense report in Concur continues to be returned for changes?**

A. Contact the NU Travel office to resolve the issues and resubmit the expense report. Submit the [form](#) via the Non-Travel/Travel Help tile in Firefly or contact the NU Travel office by sending an email to [traveloffice@nebraska.edu](mailto:traveloffice@nebraska.edu).

**Q. Will training be provided?**

A. Yes. Zoom training sessions are scheduled in Bridge LMS. Within the *Travel & Expense Reporting* tile, click *Firefly Travel Training* (Bridge) tile review days/times and sign up for training. State College employees: contact the NSCS System Office for details.

**Q. Will Quick Reference Guides (QRGs) be available?**

A. Yes, the QRGs can be found [here](#).

**Q. Will the 60-day expense reimbursement deadline be in effect during this transition period?**

A. Yes, it is a State of Nebraska statute. Be sure to submit expense reports prior to the 60-day deadline. The requirement is met once the traveler submits the report, no matter if the report is returned for changes. *Note:* the deadline is for dates of *business travel*. If personal travel is added to the end of your trip, the reimbursement deadline is from the last day of *business travel*, not when you return from *personal travel*.

## Firefly Travel Applications/Processes

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### **Q. Who can I contact for travel assistance?**

A. Submit the [form](#) via the Non-Travel/Travel Help tile in Firefly or contact the NU Travel office by sending an email to [traveloffice@nebraska.edu](mailto:traveloffice@nebraska.edu).

### **Q. How do I submit a non-travel expense report?**

A. Under the Travel and Expense reporting tile in Firefly, click the Non-Travel Expense tile.

### **Q. Where is the NU travel policy? Do I need to be familiar with the policy?**

A. The NU travel policy can be found [here](#). It is expected that anyone within the university system that is going to be in travel status understands the policy.

### **Q. I am a delegate in Concur. Will this transfer over to Firefly?**

A. No. Travelers will need to assign delegates in Firefly. Using the *Assign Delegate* tile in Firefly, search for the employee's name and select *Delegate Travel Entry*. Instructions can be found [here](#).

### **Q. Sometimes my travel plans change after my travel request has been fully approved. Will I be able to edit it in Firefly?**

A. Yes! A domestic travel request can be recalled, edited, and resubmitted for approval one day prior to the original travel date. International travel requests can be edited 15 days prior to the original travel date.

### **Q. In Concur expense, we must fill out an itinerary to receive meals per diem. Will this be required in Firefly?**

A. No.

### **Q. I am a delegate for several employees. Will I be able to submit travel request and expense reports for them in the new Firefly application?**

A. No. Just like in Concur, a delegate can prepare travel requests/expense reports and notify the employee. Employees must submit their travel requests or expense reports.

### **Q. As an NU employee, I am traveling internationally and including personal travel days and/or a companion (family member, etc.) is traveling with me. Is additional travel insurance required?**

A. Yes. When submitting an international travel request, if you select personal and/or companion travel, you can enter dates into the request. *Note: NU employees only.*

- [AIG Travel Protector Insurance](#)
- Review the [Quick Reference Guide](#).

### **Q. Will I be able to use a Blanket Travel Authorization (BTA) in Firefly travel?**

A. Yes.

### **Q. When will we lose access to Concur?**

A. Access to Concur will end in June 2024.

**Q. I am a travel approver and/or financial approver in Concur. How do I review or approve travel in the Firefly application?**

A. From the Travel and Expense Reporting tile, scroll to the bottom of the screen. Two *Approvals Workflow Inbox* tiles are available to act on approvals: *Non-Travel* and *Request and Expense*.

**Q. Will all cost objects (cost centers and WBS) be available in Firefly?**

A. Yes.

**Q. For one day travel, will I need to calculate my meals per diem manually like I do in Concur?**

A. No. The Firefly application will calculate it automatically.

**Q. Will the international travel approver process change in Firefly?**

A. No. When submitting an international travel request, the application will automatically notify all approvers (travel supervisor, financial approver, and international approver).

**Q. Will the Firefly travel applications provide email notifications and reminders to travelers, delegates, and approvers?**

A. Yes. Examples of email notifications can be found [here](#).

**Q. As a supervisor or financial approver, can I assign someone else to approve travel requests and expense reports while I am out of the office?**

A. Yes. Using the *Assign Delegate* tile in Firefly, search for the employee's name and select *Travel and Expense Approvals*. *Note*: assigning someone as a travel approver delegate is limited to 85 days per instance. Instructions can be found [here](#).