

UNIVERSITY OF NEBRASKA

FREQUENTLY ASKED QUESTIONS

NU TRAVEL POLICY AND WORKING WITH CONCUR TRAVEL REQUEST, EXPENSE, AND APPROVALS



1/1/2021

HELPFUL HINTS

Concur is the university and state college travel application within which employees from each campus will utilize the same travel tools. All travel requests, expense reports, and approvals will be processed through Concur.

Concur travel request, expense and approval applications provide a complete travel program along with Concur travel booking. Assistance for Concur travel booking, managed by Fox World Travel Inc., can be accessed from the company notes section within the Concur application.

ASSISTANCE WITH USING CONCUR

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USING THE CONCUR APPLICATION AND MOBILE APP

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For assistance:

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traveloffice@nebraska.edu

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NU Travel website

<https://nebraska.edu/travel>

Travel help phone line

402-472-5610

402-332-6253-Urgent issues only.

PER DIEM

Q: What does Per Diem mean?

A: Per Diem is a daily allowance provided to University employees to cover travel-related business expenses. Per diem means "for each day."

Q: Why am I only getting 70% of the GSA Per Diem rate?

A: The Department of Administrative Services (DAS) did an analysis and determined 70% was a justified amount for reimbursement. This amount allows the state to be budget neutral.

Q: Does this new process include a Per Diem for hotels?

A: No. The University does not cap the nightly rate for lodging. However, as good stewards of the University funding, the expectation is to stay at a reasonably priced lodging establishment.

Q: How will a traveler complete a travel expense report?

A: The process of completing a travel expense in Concur will not change. The traveler will still need to identify meals provided by others (hotel, conference, 3rd party non-university business colleague, etc.), however, the traveler will not need to retain meal receipts unless it is grant funded.

Q: Will I still be able to purchase a group meal for my University colleagues with my personal credit card?

A: All meals whether in travel status or non-travel status using the "Official Function" expense type will be required to use a P-card assigned to the traveler. Your campus Procurement and Accounts Payable colleagues are working out a method to pay for group meals. We will post more information on this subject when available.

Q: What is an example of an "Official Function"?

A: Recruiting new faculty/staff members meals/receptions • Visiting faculty, guest speaker(s) and/or consultant meal/reception • Faculty/Staff retreat/training Session with external presenter(s) and agenda • Advisory Board meeting (composed all or in-part of external members) • Student orientation or another student recognition event.

Q: Can I pay for a colleague's meal and get reimbursed?

A: No. Per Diem is based on one person's meal. Each person in travel status will need to purchase their own meal and process their own expense report.

Q: How do I process a reimbursement of alcoholic beverages at a recruitment dinner?

A: Alcohol can be purchased separately with a personal credit card. You will continue to seek reimbursement via The Foundation.

Q: Will I still need to notate the time I leave to go into Travel Status and my return time?

A: Exact start/end times for each Request/Expense will still be needed in Concur.

Q: What website shows the Per Diem per city?

A: The GSA (U.S. General Services Administration) has a listing of all [Per diem rates](#) for specific locations.

Q: Are taxes and gratuity (tips) included in the Meals and Incidental (M&IE) expense rate?

A: The meals and incidental expense (M&IE) rate does include taxes and tips in the rate, so travelers will not be reimbursed separately for those items.

Q: What is considered an incidental expense?

A: [The Federal Travel Regulation Chapter 300, Part 300-3](#), under Per Diem Allowance, describes incidental expenses as: Fees and tips given to porters, baggage carriers, hotel staff, and staff on ships.

Q: Does the Per Diem model apply to guest and contractors of the University?

A: Yes. Anyone doing business on behalf of the University has to abide by the Per Diem model.

Q: Does the Per Diem model apply to Alaska, Hawaii, and foreign destinations?

A: Yes. Per Diem applies for all foreign travel; travel within Alaska, Hawaii, and United States possessions (OCONUS).

Q: I am traveling on a grant-funded business trip. Do I need to submit meal receipts?

A: Grant-funded programs do require the submission of all receipts.

Q: What city is used to determine which per diem rate is used?

A: The destination and it is applicable to the entire trip.

TRAVEL ASSISTANCE

Q: Is there a contact person or help desk where I can get help with questions about creating travel requests and entering/submitted expenses?

A: Yes. You can contact Melody Stark, call the travel help phone line, contact your campus Concur training lead(s), or contact your accounts payable/payment services office.

- Concur travel leads: <https://nebraska.edu/offices-policies/concur-help/campus-travel-trainers>
- Accounts Payable/Payment Services: <https://nebraska.edu/offices-policies/concur-help/campus-travel-trainers/accounts-payable>

POLICY CONTENT INVOLVING CONCUR

Q: What does the University of Nebraska travel policy entail?

A: The NU travel policy includes pre-travel requirements; protocols for transportation, lodging and meals; guidelines for international travel and travel with students; expense reimbursement; and other key areas related to University travel, many of which are operationalized through the Concur software.

Q: What does the Travel Policy do?

A: The NU travel policy, operationalized through Concur, creates a uniform process – from travel approval through reimbursement – for faculty and staff traveling on University business and employees processing related expenses. It also ensures compliance with federal and state statutes and relevant requirements for international travel.

Q: What are some ways in which the new NU travel policy differs from other previous policies on individual campuses?

A: Travelers are required to submit their own travel requests and expense reports. A travel delegate (travel coordinator) may create/save a travel request or expense report; however, Concur requires the traveler to sign into the application to submit the document.

Approvers are required to log into Concur to approve travel requests or expenses (this is no longer able to complete via email).

Travel coordinators are titled "delegates" in Concur and will need to be set up by each traveler (no longer set up by SAP Security).

PREPARING TO TRAVEL USING CONCUR

Q: Why do I have to fill out a Travel Request even if I will not have any expenses for which I am asking for reimbursement from the University?

A: Every business traveler is required to have a travel request on file regardless of source of reimbursement. This enables travelers to be covered by University insurance while in travel status and makes it possible for the university to contact travelers in case of an emergency.

Q: The travel policy mentions a personal travel profile. What is that?

A: Travel profiles in Concur are like those being used on all campuses already – name, travel preferences, department, default cost center, job title, etc. This information will be stored in our system-wide software system, Concur.

Q: Why do I have to document information such as any health conditions in my travel profile? Who will have access to such information?

A: Health condition information provides background for special travel-related accommodations regarding air travel, hotels etc. The details related to such accommodations should be on file with the employee's respective ADA/504 coordinator. No specific health conditions or medical information will be shared beyond the ADA/504 office. Travelers who have an accommodation plan on file are asked to note its existence in the comment section of the travel profile form, e.g. accommodation is on file with ADA/504 office.

Q: According to the travel policy, travel "must be self-reported... prior to the trip..." How do I submit the pre-authorization?

A: All travelers must complete a Pre-Trip Authorization (travel request) through Concur to be considered for reimbursement. Pre-authorized travel is a continuation of long-standing travel practices on all campuses. With the adoption of Concur, those authorizations will be uploaded through the Concur software. This authorization must be submitted BEFORE the travel booking occurs for reimbursements to be considered.

Q: The travel policy states that "more restrictive" policies may be developed by individual campuses, colleges, and units." Why would this occur? What recourse do I have if I disagree with these restrictions? Where will such restrictions be posted?

A: This policy is not new to any campus and is an extension of long-standing policy at the University. Departments and centers have always had the opportunity to enforce stricter policies for cost-saving or programmatic purposes at the individual unit level. Any questions or concerns regarding these unit-level policies should be discussed with your unit administrator or dean. Such restrictions are accessible through unit-level websites and/or other unit-level documents.

Q: The travel policy states that an employee's travel privileges may be restricted if the policy is not followed. What does that mean? Who will be responsible for determining and enforcing such restrictions?

A: Each employee's supervisor(s) and administrator(s) are ultimately responsible for monitoring travelers' compliance with required travel policy. If authorizations and/or expenses are not submitted in accordance with approved policy and procedures, employees may not be reimbursed or their future access to university funds may be restricted as determined by their supervisor.

PERSONNEL QUESTIONS RELATED TO CONCUR

Q: What is the difference between a travel supervisor approver, a financial approver, a travel arranger, and a travel delegate? How do these people interact with me and my travel plans or reimbursements?

A: **Supervisor Approver:** This is a University employee who oversees the time and duties of specific University travelers. The supervisor is responsible for reviewing and approving the employee's pre-trip requests within the context of the travelers' duties and assignments.

Financial Approver: This is a University employee who oversees, regulates, and approves all expenses from a specific University funding source(s) and is responsible for:

- Reviewing pre-trip requests prior to approval to ensure the traveler has approved, budgeted funding for the specific trip and expense estimates.
- Reviewing actual, submitted expenses prior to approving reimbursements to ensure that funds are allocated correctly.
- Ensuring compliance with the NU Travel Policy and all other campus, college and/or unit-specific policies.

Travel Arranger: This is a person who can book airline tickets, reserve hotels and cars, as well as make other travel arrangements on behalf of the traveler.

Travel Delegate: This is a person assigned by the traveler to act on the traveler's behalf in filling out travel requests, compiling receipts, and filling out expense forms in Concur. Within Concur, the delegate notifies the traveler these records are ready for traveler's approval and final submission.

Often the Travel Arranger and the Travel Delegate are one and the same person, but not always.

CONCUR SOFTWARE

Q: What is Concur? Why is it being deployed?

A: The Concur software is associated with SAP, the software that runs most business operations on all NU campuses and our statewide operations. The pre-trip Concur functions have been in place for 10+ years. However, the Concur expense function is new and is being treated as an upgrade that will facilitate automation (reducing laborious paperwork) for both business office employees and for travelers.

Until now, the University of Nebraska has had no standard process for submitting travel expense reports across all NU-related entities. The resulting disparate practices for report submission and tracking resulted in a people-, paper-, and time-intensive process that did not fully take advantage of current technologies. The Concur software system is the dominant market leader in the travel and expense reporting space with over 400 universities and 40,000 other entities in their customer base. Big Ten and other higher education clients include Michigan State, Purdue, Penn State, Colorado, the University of Oklahoma, the University of Michigan, MIT, Harvard, and Princeton. Local clients include Kiewit, Berkshire, First National Omaha, and Mutual of Omaha.

Additional information about using Concur is available at the [travel help website](#).

Q: Do I have to book my international rail service, international air service or other forms of international transport in Concur?

A: Often booking inter-country airlines/rail services (or other forms of transport such as ferries, etc.) can be more economical when booked within that country. However, more and more modes of transportation are

being uploaded into Concur every day. Travelers are encouraged to check and see if their needs can be met through a Concur operator, however, if this is not possible, travelers may book outside the Concur system.

TRAVEL MANAGEMENT COMPANY – RELATIONSHIP TO CONCUR

Q: Why does the University use the services of Fox World Travel Inc.?

A: There are several benefits the University derives through our current contract with Fox World Travel Inc. For example: Fox World Travel Inc. is one of the largest travel agencies in the world, serving a diverse array of clients including other Universities and major corporations. The company has a staff of four to six employees dedicated to serving University of Nebraska travel needs, finding us the best rates, making emergency travel changes, etc. Fox World Travel Inc. has 24/7 domestic and international emergency help lines to get travelers prompt assistance when they find themselves stranded, to help change tickets, and to address other problematic travel situations that may arise. They also provide a price match guarantee.

Q: How was Fox World Travel Inc. selected as the NU travel management company?

A: Fox World Travel Inc. was selected as the University's travel provider through a competitive RFP process. We are currently during a multi-year contract with this travel management company.

TO WHOM DOES THE NU TRAVEL POLICY APPLY?

Q: Does the travel policy regarding reimbursements apply to non-employees such as campus visitors, prospective employees, contractors, speakers, or Nebraska Medicine/clinical partners?

A: Yes. All travel expenses processed through the University of payment/reimbursement should be submitted in accordance with the NU travel policy. Otherwise, expenses may not be reimbursed.

Q: What if I am traveling on a grant? Do I have to abide by the policy, including the use of Concur?

A: Yes. The Federal government is requiring universities to apply the same policies and costs across the institution regardless of state or federal funding source.

Q: What if a grant or funded contract has more lenient travel policies, and higher rates of reimbursement?

A: The new travel policy, including the use of Concur, applies to all University employees in travel status. Per federal guidelines and the principle of uniform guidance, the University may not authorize employees to charge outside parties, including the federal government, a higher rate than is required of its employees. Therefore, even if a grant or other funding source has a broader travel interpretation, the University's travel policy will apply.

MAKING TRAVEL ARRANGEMENTS USING CONCUR

Q: Do I have to make all my travel arrangements through Concur and/or Fox World Travel Inc.?

A: Travelers are strongly encouraged to book airline reservations through Concur and Fox World Travel Inc. Fox World Travel does have a price match guarantee program. Detailed information on this guarantee can be found [here](#).

Travelers are required to purchase international flights through Concur unless relevant flights are unavailable through the software.

Q: To qualify for the lowest price do I have to take flights that require multiple stops or require exceedingly long layovers?

A: No. The NU travel policy assumes that consideration of the 'lowest price' considers the traveler's business purpose, time spent in transit, and other special needs. There is a comment section in Concur that can be used to explain your choices.

Q: Do I have to pay for conference registration fees out of pocket before a trip?

A: You have two options for conference payments.

One is to use a University assigned P-Card to sign up for conference registration fees. In this scenario, costs are carried on that card.

A second option is to use your personal credit card to sign up for a conference. Any pre-paid costs would be carried on your card. Reimbursement would be initiated following the conference.

Q: Can I still utilize Hotels.com or Airbnb for hotels?

A: Yes, although hotel booking is an option and a suggested method for making travel arrangements within the Concur booking tool, it is not required. The Concur booking tool maintains contracted, University and government rates for hotels throughout the country and world. However, other sites, such as Airbnb and Hotels.com, may be used by travelers.

Q: Can I continue to book cars, such as a Suburban, through UNL?

A: Yes. Check with the University first to obtain the car. If the size needed is not available, you may reserve with University car rental partners. See <https://travel.unl.edu/new-big-10-car-rental-contract>

Q: Will those doing fieldwork be exempted from some of the travel requirements, such as booking hotels in advance?

A: We realize that special circumstances sometimes require broad interpretations or revisions of policy. Please contact your specific campus travel staff to discuss in advance.

Q: Can I leave for my trip early, for personal time, if the airfare is the same or less than would otherwise have been the case?

A: Every opportunity to save the University money is encouraged. You will need to demonstrate that leaving early was a cost advantage, or at least the same price, to be reimbursed for your airfare.

REIMBURSEMENTS USING CONCUR

Q: Since accessing Concur is done through Firefly, will my travel delegate have access to all my Firefly information?

A: No, when you designate an individual to assist you with your travel experience, he or she will only have travel access.

Q: I have already assigned my travel coordinator to book my airfare. Why is a delegate also necessary?

A: The role of delegates is to assist with your travel authorization and again with the reimbursement process. If you want him or her to reserve your airline, hotel, or car with Fox World Travel Inc., that person must also be your travel arranger.

Q: Why can't my delegate submit my pre-trip request or expense report?

A: Your travel reimbursement is a formal record associated with you. It is in your best interest to review that record personally before it is submitted through Concur to make sure it is accurate. Your submission of the final report indicates that you have seen it and are satisfied with its contents.

Q: I use a credit card that accumulates air miles for the dollars I spend. Is that allowed?

A: Airline tickets must be purchased using the University credit card will not accumulate miles based on the purchase of tickets. However, if you are a member of an airline points program, any miles flown on that airline will go to your personal account.

Q: What if I do not want to use my personal cellular phone to take pictures of receipts, especially if I am in an international zone with high phone access costs?

A: This feature is a perk within Concur, not a requirement. You can choose to scan receipts and upload them in Concur during your trip or afterwards.

Q: In the policy, there is a maximum on tips. Why? I am confused about whether the maximum is 20 percent, or \$5.

A: The \$5/day limit (which does not apply to student group travel) on tips for porters, baggage carriers, hotel staff and staff on ships is based on GSA per diem rates and is a recommended IRS guideline. The \$5/day is included in your Per Diem, so it should not be expensed separately. All other tips (such as for taxi/Uber) are capped at 20% of the total bill. This amount is currently the IRS acceptable standard for travel.

Q: Under a Blanket Travel Authorization (BTA), the policy states that a maximum 100-mile radius is permitted. It is more than 100 miles from Kearney to Lincoln/Omaha. So BTAs do not work for Kearney colleagues to travel to other campuses? This seems unfair to Kearney. Some of us are traveling to Lincoln 2 to 3 times a week.

A: Blanket Travel Authorizations (BTAs), are allowed for business travel with the same business purpose. This type of authorization is frequently used for Admissions, Extension and University Research personnel. BTA can be applied to any combination of travel within city limits, state limits OR within a 100-mile radius of a campus (which may involve crossing state lines).

STATE REQUIREMENTS THAT INFLUENCE RULES APPLIED THROUGH CONCUR

Q: What happens if I do not submit my expenses within 60 days of travel? Are there procedures for late submissions?

A: There are no procedures for late submissions. Nebraska State Statute 81-1174 states actual expenses incurred in the line of duty, shall be required to be presented for payment or reimbursement to your campus Accounts Payable/Payable Services office, no later than sixty days, after the final day on which expenses were incurred.

In other words, all travel expenses must be submitted by the traveler within 60 days after the last day of travel. Expenses submitted past this deadline will not be paid or reimbursed. This State of Nebraska statutory requirement cannot be waived.

To avoid missing the 60-day deadline, travelers could take advantage of the Concur Mobile App. It will enable you to submit your receipts as you go; most expenses will be completed and submitted before the traveler is back in the office.

POLICY DEVELOPMENT & EVALUATION

Q: How often will the NU travel policy and use of the Concur software be reviewed and/or evaluated?

A: The NU travel policy, like all University policies, will be continually reviewed for accuracy and effectiveness. As University, state and/or federal laws and procedures change, and as the Concur software system evolves, our travel policy will be adjusted accordingly. Further, there will be regular evaluations of traveler experiences with our vendors. All these evaluation results will contribute to the development of better travel practices and provide feedback regarding contract renewals and new RFPs.

Q: What is the website address I can use to get updated policy information?

A: <https://nebraska.edu/travel>

TRAVEL DELEGATES (“TRAVEL COORDINATORS”)

Q: How do I create a travel request or an expense report for someone else (as a ‘travel coordinator’)?

A: In Concur requests and expense, a travel coordinator is known as a delegate. An employee can be assigned as the delegate for another, giving them access to create travel requests and expense reports on their behalf.

Q: How do I assign someone as my delegate to prepare expense reports?

A: A traveler must designate another employee as their delegate and give them certain permissions.

- Permissions involved in creating an expense report include report creation, receipt viewing, and receiving emails regarding the expense reports.
- There are separate permissions to be granted if you are an approver and would like to give another person access to approve reports on your behalf.

TRAVEL EXPENSE REPORTS

Q: How do I access Concur Expense to do my expense report?

A: Log into firefly.nebraska.edu and click on the Concur Request, Booking, and Expense tile located on the home page under Business Applications.

Q: Are there training materials for Concur Expense?

A: Yes. Visit the Concur travel help website at <https://nebraska.edu/offices-policies/concur-help>

Q: How do I itemize a hotel expense?

A: Itemizing a hotel expense is demonstrated in the quick reference guide *Itemizing Lodging Expense* located on the Concur travel help website. We recommend you use the “Lodging/Conference” expense type to avoid itemizing.

Q: The travel expense report was created without being linked to an approved travel request.

A: Follow the instructions on the [Attach an Approved Request to an Expense Report](#) tip sheet.

Q: Where can I find current Per Diem rates for Domestic and International cities?

A: Concur Expense has a built-in tool that calculates the Per Diem rates for locations throughout the world. By using the travel allowances section under the details link of an open expense report, the traveler creates an itinerary which then is used by the system to calculate per diem rates.

Q: How can I accurately calculate my mileage?

A: With a travel request, you will need to calculate the mileage manually (e.g., using Google maps). For an expense report, you can enter the From and To locations, click the Mileage Calculator and your mileage is automatically and accurately calculated. From the Concur App, you can utilize the feature called [Concur Drive](#).

Q: How do I charge another funding source or multiple funding sources for an expense?

A: Allocate funds is demonstrated in the quick reference guide Allocate Expenses (Split Funding) located on the Concur travel help website.

Q: How does my airfare get charged to the correct funding source if I booked through Concur online booking tool or Fox World Travel Inc.?

A: Your cost center number will populate.

Q: A travel request was submitted for a Zero \$ Trip and the trip has been taken. No expenses were incurred by the traveler or university/state college. What are the next steps?

A: No further action is required, as an expense report is unnecessary if no expenses are to be reimbursed to the traveler. After the sixty-day deadline, the traveler or delegate should closed/inactivated the request to prevent notifications regarding this request.

Q: My expense report was returned for changes. How can I fix it without redoing it all?

A: Open Concur and click on Expenses at the top of the page.

- On the screen, the returned report will contain a top red banner. Note: If the specific report is not visible, select Report Library on the top right side, and then select the report from the listing.
- The reason for return will appear in the box or in the comment field. If the explanation is long, open the report, click details, and select comments. The entire explanation will be visible there.
- Read the comment from the approver and fix the expense report accordingly.
- Re-submit the report

Q: How do I print my expense report if needed?

A: Most needs for printing an expense report have been eliminated. You can elect to save the report as a PDF or email the report. However, if you do need a hard copy of the expense report:

- Open the expense report
- Click the print/email dropdown and select Travel & Expense Detail Report.
- Click on print.

Q: Where can I see the status of my expense reimbursement?

A: Click the expense tab and locate the submitted expense.

- Open the expense and click on the details dropdown menu.
- Select approval flow.

Q: Can you search for a non-travel expense by GL code?

A: Yes, enter the code into the search box above the expense type list.

Q: I am creating my expense report and it is displaying a yellow icon ⚠ along with a warning message. Can I still submit my expense report?

A: Yes, the warning is to alert you the traveler, your financial approver, and accounts payable that an exception has been noted (e.g., total expenses exceed total pre-trip estimate). This will not prevent you from submitting the expense report.

Q: I received an error when submitting an expense report stating, "this report contains at least one itinerary with a single itinerary row. An itinerary is not valid until it has at least two rows." How can I fix the existing itinerary?

A: Create one itinerary with at least two stops. Review the [Itinerary Stops for Expense Reports](#) reference guide for detailed instructions.

TRAVEL EXPENSE RECEIPTS

Q: What receipts are required?

A: Receipts are required for all expense types, except for a mileage-only expense or meals. Receipts should contain the following itemization details:

- transaction date
- name of merchant
- transaction details (what was purchased)
- a form of payment used
- amount of purchase
- an indication that the amount was paid

Q: Do I need to keep the paper copy of my receipts?

A: Only temporarily as the receipts are uploaded electronically to Concur. It is recommended to keep the receipts until the expense report has been process and you have been reimbursed. **Note:** if your funding comes from a grant or a sponsored program, you may be required to keep the paper receipts. Contact your campus Sponsored Programs for assistant. Do not submit any meal receipts on your Concur expense report.

Q: I lost my receipt. Can I still be reimbursed for the expense?

A: If possible, contact the business (e.g., hotel, car rental, etc.) to request a copy of the receipt. A Missing Receipt Affidavit can be submitted if needed. Creating a missing receipt affidavit is demonstrated in the quick reference guide Missing Receipt Affidavit located on the Concur travel help website.

Q: Can I email my receipts into Concur?

A: Yes. Send an email from your work email account with the attached receipt to receipts@concur.com. If you do not have access to your work email or you are a delegate for a traveler, send the receipt to the address above and put the traveler's email in the subject line.

Q: Do the receipts associated with an expense report print out automatically if I print the expense report?

A: Yes, when selecting PDF, email or print the attached receipts will be included. **Note:** if the total file size (for all receipt images) exceeds 25 MB, the PDF option will not be able to load the receipts and an error will display on the last page of the PDF.

TRAVEL APPROVALS

Q: How do I know if there is an expense report needing my approval?

A: Approvers will be alerted with an email notification that an expense report is waiting for approval in Concur.

- In Concur there is an Approval Box on the home page that will list reports waiting for approval.

Q: Can an approver click on a link in an email to approve a travel request or an expense report?

A: A link will be provided in the email workflow; however, the approver will need to log into Concur and click on the Approvals tab. Another option would be to use the Concur mobile app to view and approve travel requests and expense reports.

TRAVEL – GENERAL QUESTIONS

Q: Does Concur timeout from inactivity?

A: Yes. Concur will log out the user after 120 minutes of inactivity.

Q: How does a traveler know if or when a Concur request or expense report has been approved?

A: An email notification is sent to the traveler whenever a request or expense has changed status. This notification includes the new status (approved, sent back to user, sent for payment, etc.) and will contain comments from the approver if it was returned for changes. Note: When multiple approval steps are needed (e.g. supervisor, financial, international or use of state/charter plane) only one email is sent after the last approval step.

Q: How do I set up the Concur Mobile app for creating expense reports or approving expense reports?

A: The Concur mobile app provides the flexibility of capturing electronic receipt images, creating expense reports, and approving expense reports on your smartphone or mobile device. Instructions are located [here](#).

Q: How can I download the Concur app to my mobile device?

A: From either the Google Play Store or the Macintosh App Store, search for SAP Concur.

Q: Can I as a delegate use the Concur mobile app to create a travel request or expense report for another employee?

A: No, the Concur mobile app is specific to a traveler.

Q: What is Triplt Pro?

A: A travel organization app for a mobile device. You can forward flight, hotel, or other travel confirmation emails to plans@tripit.com and Triplt will instantly create a master itinerary for each of your trips that you can access anytime, anywhere. For more information on Triplt Pro or to link it to your account, visit the App Center within Concur.