

Texas A&M University System Offices
Concur Online Travel System
Frequently Asked Questions

1. How do I access Concur?

Through Single Sign-On

2. What is an Authorization Request?

A Concur Authorization Request is a pre-trip approval document that a traveler initiates to provide details about the trip, including estimates of the travel cost and the anticipated funding source. After the traveler submits the document, it routes electronically through the traveler's supervisor(s) for approval. (Routing path may be viewed on FAMIS screen 862.)

3. When is an Authorization Request required?

- Foreign travel (applies to all travel outside of the USA)
 - Out-of-state travel, if funded from State dollars ([Texas Government Code 660.003e4](#))
- For in-state travel, and locally funded out-of-state travel, pre-trip approvals are optional. Some departments may choose to require pre-trip approvals for their travelers. Check with your supervisor or department head to verify internal requirements.

4. Are funds encumbered for travel?

If an Authorization Request includes estimates for the travel expenses, an encumbrance is created after the document is approved. Expense estimates are not required, if estimates are not provided no encumbrance is created.

5. What expenses are allowed on the Agency Travel Card?

[Texas Government Code 660](#) places limits on travel costs that an agency may pay directly. If travel is funded from State funds, charges are limited to **lodging costs** (includes parking and meals *paid directly to the lodging establishment*) and **transportation costs** (airfare, shuttle, taxi).

If travel is funded from Local funds, more flexibility is allowed. Business meals (exempt from State taxes) and travel meals are allowed *if funded from Local funds*. For travel meals, use caution not to charge unallowable expenses, such as tips and alcohol, and remember that the travel card has MCC (merchant category code) restrictions that may prevent the card from being accepted at certain restaurants.

Check with your department to verify the funding source BEFORE traveling. See System Offices Policy for Use of Agency Travel Card for additional details.

6. Are conference registration fees allowed on the Agency Travel Card?

Yes.

7. Am I required to book all my travel using Concur?

Concur is an online booking tool that allows travelers to conveniently book airfare, hotel, and rental car. Travelers are encouraged to take advantage of this tool when booking travel. There are some exceptions, such as conference hotels, that will be booked outside of Concur. For travel booked outside of Concur, the traveler is still required to file an expense report through Concur at the end of the trip to allocate Agency Travel Card expenses, and seek reimbursement for out-of-pocket expenses.

8. Can I still use a travel agent to book travel?

Yes, the preferred travel agency is Shorts Travel. Contact information and a current pricing list can be found at: <http://www.tamus.edu/offices/travel/shorts-travel/>

9. How do I book a conference hotel rate if it is not in Concur?

Many conferences offer a special hotel rate to conferences attendees. These rates are typically not made available to everyone and are not available to book through Concur. Contact the hotel directly to take advantage of the conference rate.

10. What is a contract vendor exception form, and when is it required?

The State of Texas offers [contracted rates for travel services](#) (hotel, rental car, airfares). If you choose to use non-contracted travel services, an exception form is required. If the travel is booked through Concur, the form is built into the online reservation system. If travel is booked outside of Concur, use the [Contract Travel Vendor Exception Form](#) found on SOBA's web site. No exception form is required if the travel is funded from Local funds.

11. What is required in the "Purpose & Benefit" field on Expense Report header?

Provide the purpose of the trip, and include the benefit to the state. Both of these items are required in this field. Suggest typing purpose and benefit separately, or attach documentation and state "see attached". Spell out any acronyms.

12. Why are my Citibank Agency Travel Card Expenses not showing under the Available Card Charges in Concur?

It can take several business days for some of the Citibank Agency Travel Card expenses to load into Concur. Wait until ALL charges have loaded into Concur to complete the expense report.

Typical timeline:

- 1) Vendor processes charge and send to Citibank
- 2) Citibank post the charge to the account, and sends to Concur
- 3) Concur receives charge and posts to traveler profile

Charges should appear in Concur one day after they post to Citibank. When the charge posts to Citibank is entirely dependent on when the vendor processes the charge. If the charge occurs on a weekend, it can take a day longer.

13. What do I do when I receive an email from Concur stating that I have new charges to allocate?

No action is required until all charges related to that trip have loaded into Concur. Often airfare will be booked in advance, and the charges will appear in Concur under “Available Card Charges”. It’s a good idea to start the expense report before you travel, and go ahead and allocate any charges processed in advance of the trip.

14. How do I add out-of-pocket expense to my Concur Expense Report?

Choose New Expense, or use new Quick Expenses to enter many expenses at once. Select the appropriate expense type for each item, complete required fields, and attach receipts as needed.

15. How do I allocate Airline Baggage Fees in Concur?

Under expense type Transportation, select Airline Fees. After Airline Fees is selected, from the Airline Fee Type Code dropdown, select Baggage.

16. How do I allocate Travel Agent Fees in Concur?

Choose expense type Travel Agent Fees (listed under “Other” category)

17. How to I allocate a Ticket Change Fee or Seat Assignment Fee in Concur?

Under expense type Transportation, select Airline Fees. After Airline Fees is selected, from the Airline Fee Type Code dropdown, select Ticket Change Fee or Seats.