Defense Travel Modernization

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Quick Start Guide

For Approvers

October 14, 2020

Defense Travel Management Office

Table of Contents

Revision History

Revision	Date	Author	Revision/Change Description	Page, Section
1.00	6/1/20	Defense Travel Management Office (DTMO)	New Guide	All
2.00	10/14/20	DTMO	New UI	All

1 Introduction

This guide provides key information for Approvers* who use SAP Concur to support official travel. You can also find a wealth of information in the available SAP Concur User Guides and Demonstrations that SAP Concur created. If you are using an online version of this guide, selecting the links in it takes you directly to other helpul resources. If not, you can copy the full URL and paste it into your web browser. Those URLs are at the very end of this guide.

***Note:** There are two Approver roles in SAP Concur, which may or may not be filled by the same individual in your organization:

1. Request Approver: Reviews and approves SAP Concur requests (aka, permission to travel and authorization of travel arrangements)

2. Expense Approver: Reviews and approves SAP Expense requests (aka, requests for payment of travel allowances and expense reimbursements)

Note: For best results, always use the Chrome browser to access SAP Concur.

Appendix A of this guide provides a checklist to help you as you check SAP Concur trip requests and expense reports for accuracy. Although you cannot change most of the information in those documents, this guide does make note of the things you can change. If you find any errors you cannot change, you must return the document to the Traveler for correction.

2 Getting Started

SAP Concur notifies you by email when you have a trip request or expense report that is ready for your review. To get started, log into SAP Concur. The SAP Concur Approver's home screen (Figure 1) opens. For more information about that screen, see the *SAP Concur Supplement: Home Page Features*.

Notes:

1. If prompted, or per Component directives, you must review and update your profile. See the *SAP Concur Supplement: Profile Updates* for specifics about how that works.

2. If you are working as a Delegate for another Approver who is away from the office, see the *SAP Concur Supplement: Proxies & Delegates* for guidance on processes specific to Delegate actions.

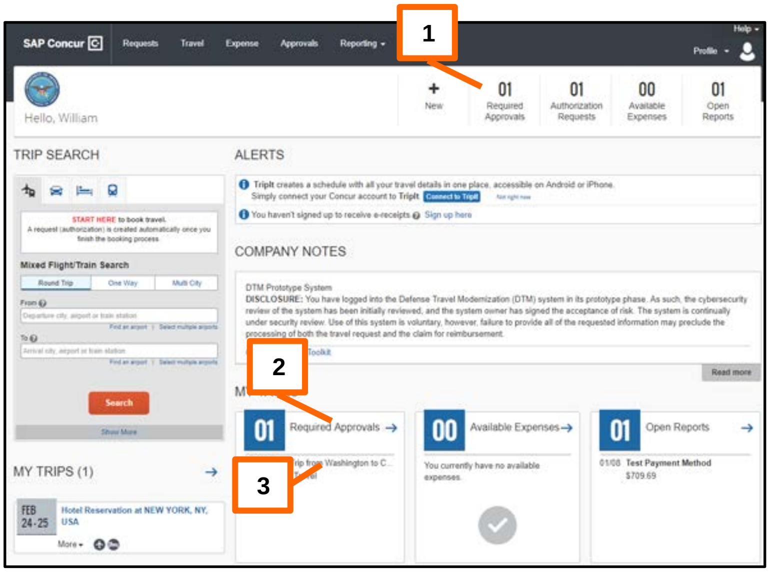

Figure 1: Approver Home Screen

The Approver's home screen provides three ways to access the documents that are awaiting your approval (list numbers equate to indicator numbers on Figure 1):

1. Near the top of the screen is the **Required Approvals** button. Select it to open the **Approvals** screen (Figure 2).

2. At the top of the **My Tasks** area, select **Required Approvals** to open the **Approvals** screen (Figure 2).

3. The **My Tasks** area also provides a list of up to five individual documents that require review. If the document you need is on that list, select it to skip step 4 and go straight to the selected document's **Expected Expenses** screen (Figure 3). If you have more than 5 documents for review, SAP Concur groups them by type. Selecting a document type opens the **Approvals** screen (Figure 2).

   Note: Everything else on the home screen relates to your own travel documents. See the [SAP Concur Quick Start Guide for Travelers] for more information.

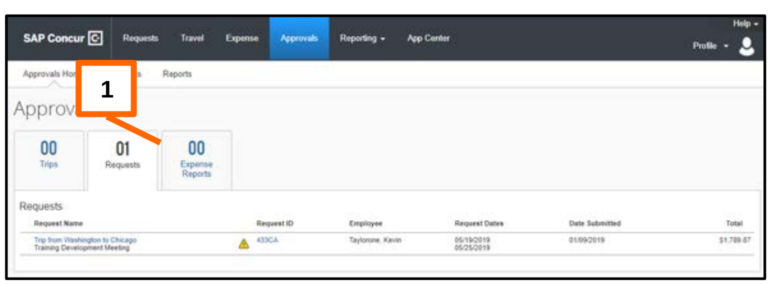

*Figure 2: **Approvals** Screen*

4. On the **Approvals** screen, if it's not already open, select the tab – **Requests** or **Expense Reports** (Figure 2, indicator #1) – that identifies the type of document you need to review. Documents of that type display on a list below the tabs. Select the document you need to review. The **Reviewing a Trip Request** and **Reviewing an Expense Report** sections of this guides provide specific guidance about how to review those types of documents.

3 Reviewing a Trip Request

Trip request reviews always begin on the **Expected Expenses** screen (Figure 3).

3.1 Expected Expenses Screen Layout

When SAP Concur opens a trip request for review, the **Expected Expenses** screen (Figure 3) opens. This screen has two or three main parts – an alert bar (if applicable), the header, and the main screen. Each has its own sub-section below.

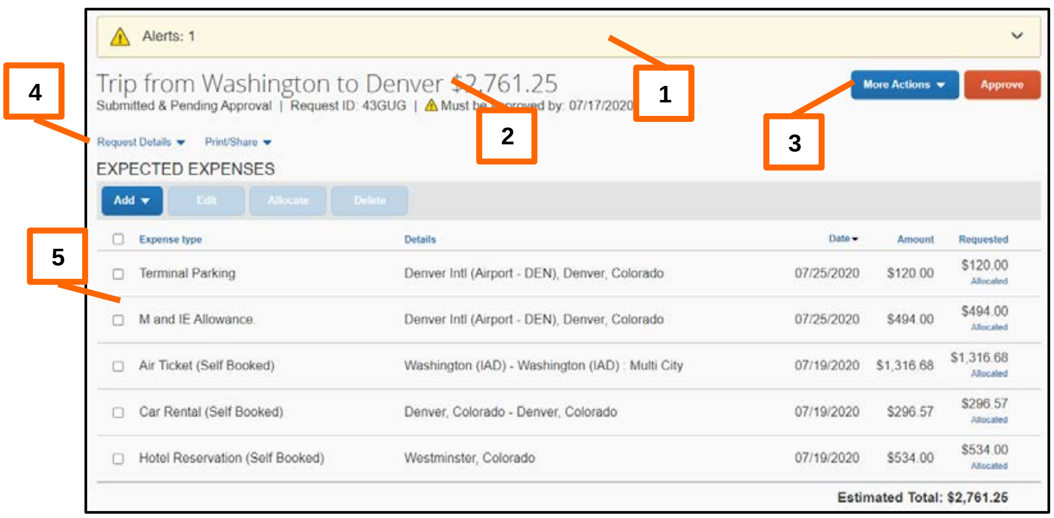

Figure 3: **Expected Expenses** Screen

3.1.1 Alert Bar

If the trip request contains any alerts (see section 3.8 for more information on alerts), an alert bar (Figure 3, indicator #1) appears at the top of the screen. It identifies the number of alerts in the document and contains a toggle (**V**) that lets you see the details of each individual alert.

3.1.2 Trip Request Header Information

Most trip request screens display trip information and buttons at the top of the screen. On the left, the header (Figure 3, indicator #2) shows the Document Name, total cost, current status, Request ID, and approval deadline.

Note: The approval deadline is set by the departure date or by the flight booking rules. If you fail to approve on time, the Traveler will lose their flight reservations and cannot continue processing this document. If they are going to take this trip, they must re-create the request from scratch.

On the right, the header contains two buttons. Table 1 provides details about them.

Table 1: Buttons and Their Use

SELECTING …	MEANS …
More Actions > Edit Approval Flow	DoD does not allow use of this option at this time.
More Actions > Send Back to Employee	The request contains at least one problem the Traveler must fix. You have not authorized the Traveler to take the trip. Enter comments to direct required changes.
Approve	The document is error-free. You have authorized the Traveler to take the trip under the conditions specified in the request.

3.1.3 Expected Expenses List

Beneath the header information, the **Expected Expenses** screen contains:

- **Request Details** and **Print/Share** links (Figure 3, indicator #4). Table 2 provides a list of available options and the section of this guide that provides more information about each (when necessary).

Table 2: Available Tab Options

PATH		MORE INFO IN …
Request Details	**Request Header**	Section 3.3
	Request Timeline	Section 3.4
	Audit Trail	Section 3.5
	Allocation Summary	Section 3.6.2
	Travel Itinerary Details	Section 3.7
	View Request	Section 3.8
Print/Share		N/A; self-explanatory

- A list of expense estimates (Figure 3, indicator #5) and the key details of each, such as the expense type and estimated cost, of each one. You're likely to do spend most of your time evaluating these expenses. For more information about them, see section 3.2.

3.2 Expenses and Expense Details Screen

Each expense on the **Expected Expenses** screen (Figure 3) displays the same key information in columns. Table 3 identifies this information. There are also a number of buttons available in this area. Table 4 identifies them and their use.

Table 3: Key Expense Details

COLUMN	MEANS …
Expense Type	Self-explanatory.
Details	Identifies the vendor, city, etc. May be blank.
Date	Self-explanatory.
Amount	Amount the Traveler expects to pay.
Requested	Amount the Traveler expects to receive as reimbursement. On the trip request, this almost always matches the **Amount**.

Table 4: Expense Buttons

BUTTON	SELECT IT TO …
Add	See the expense types. You can select it, but can't add a new expense to the request.
Edit*	See the full expense details (e.g., number of miles, check-in date, etc.). You can't edit anything, but you can leave a comment.
Allocate*	See the LOA Labels currently attached to the trip request. You can change them and the expense allocations. See section 3.6.1 for more information on making allocations.
Delete*	Remove an expense from the trip request. This action is available to you.

*Initially inactive; select an expense to activate the button.

3.3 Edit Request Header Screen

To get to the **Edit Request Header** screen (Figure 4), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 3, indicator #4), then the **Request Header** link from the drop-down menu. The screen displays administrative information about the trip and the Traveler.

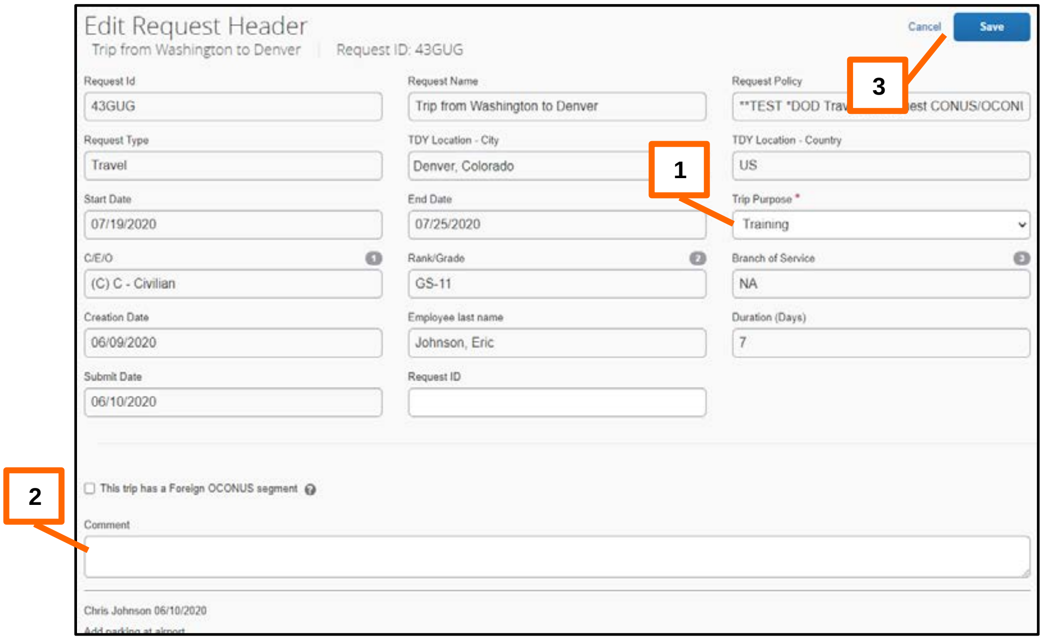

Figure 4: ***Request Header*** *Screen*

You should review all the information on this screen, but there are only three fields you can interact with (list numbers equate to indicator numbers on Figure 4):

1. **TDY Purpose**: The Traveler selected one, but you can change it if necessary.

2. **Comment**: You can add comments as needed. Earlier comments appear below this field.

3. **Cancel** or **Save:** If everything is correct on this screen, select **Cancel**. If you made any changes, select **Save**. Either way, you return to the **Expected Expenses** screen.

3.4 Request Timeline Screen

To get to the **Request Timeline** screen (Figure 5), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 3, indicator #4), then the **Request Timeline** link from the drop-down menu. The screen identifies the Approver, and shows all document changes (including who made them and when). You can't make any changes on this screen.

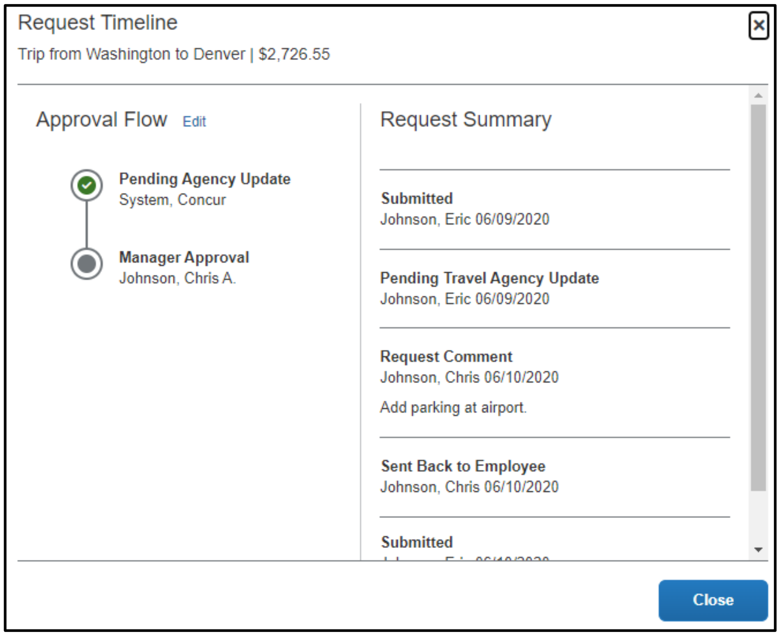

*Figure 5: **Request Timeline** Screen*

Select **Close** to return to the **Expected Expenses** screen.

3.5 Audit Trail Screen

To get to the **Audit Trail** screen (Figure 6), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 3, indicator #4), then the **Audit Trail** link from the drop-down menu. The screen shows the full document history and any current alerts (labeled *exceptions* on this screen*)*. You can't make any changes on this screen.

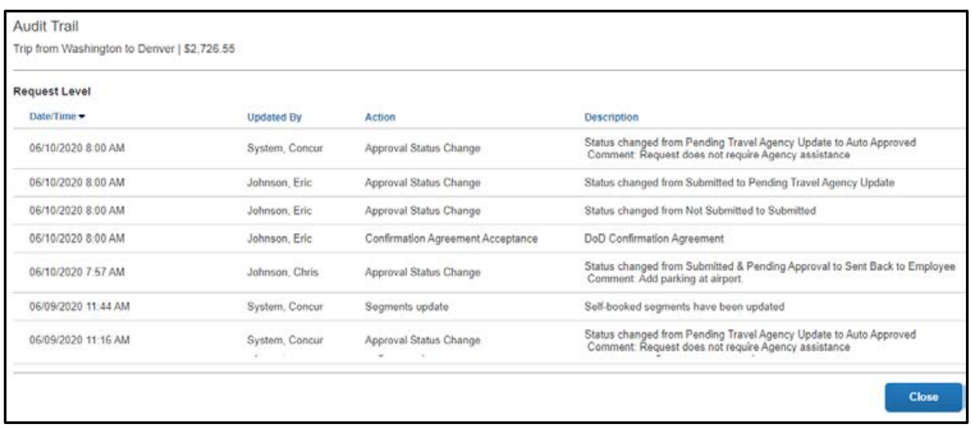

*Figure 6: **Audit Trail** Screen*

Select **Close** to return to the **Expected Expenses** screen.

3.6 Allocations

In SAP Concur parlance, allocations relate to LOAs and the way expenses are divided between them. There are two screens you can use to review the document's allocations, but just one allows you to make changes to them.

Note: Be extra careful when reviewing the LOAs. If you approve a request with an incorrect LOA, you can't fix it later. You must cancel the document and the Traveler will have to start over.

3.6.1 Allocate Screen

To get to the **Allocate** screen (Figure 7), select any expense on the **Expected Expenses** screen (Figure 3, indicator #5) then select **Allocate** on the row of buttons above the expenses. You can make any necessary changes on this screen.

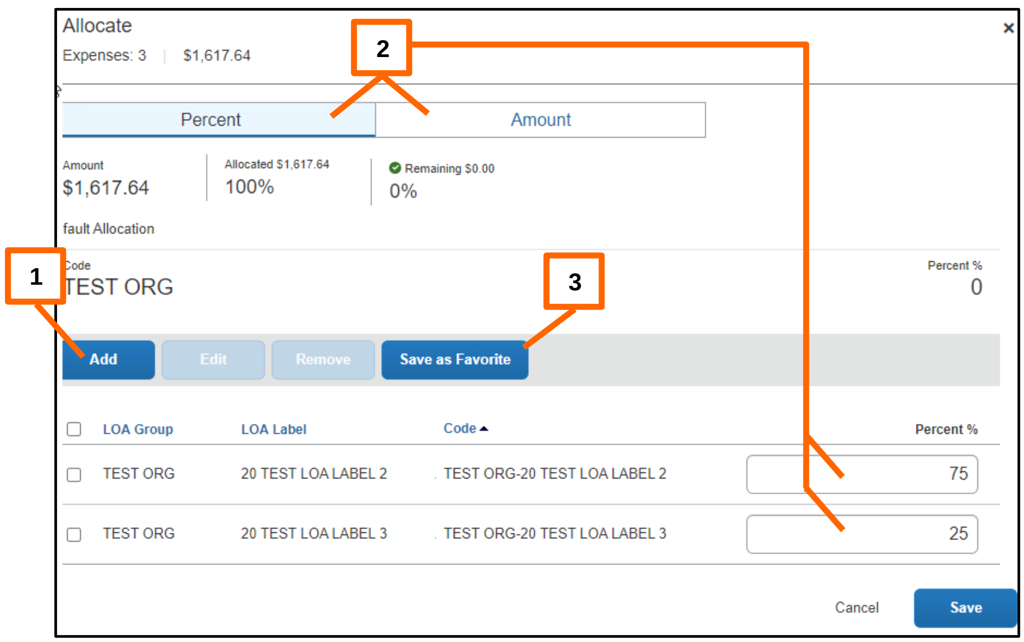

*Figure 7: **Allocate** Screen*

The **Allocate** screen lets you (list numbers equate to indicator numbers on Figure 7):

1. **Add**, **Edit**, or **Remove** an LOA. All involve secondary actions such as identifying the LOA you want to add (Figure 8), updating any incorrect information, or acknowledging a removal.

2. Allocate expense costs between LOAs by **Percent** or **Amount** if the trip request contains multiple LOAs.

3. Select **Save as Favorite** to create a short list of LOAs that you use frequently. In subsequent trips, you'll be able to use the **Favorite Allocations** tab (Figure 8, indicator #1) on the **Add Allocation** screen to find your favorite LOAs quickly.

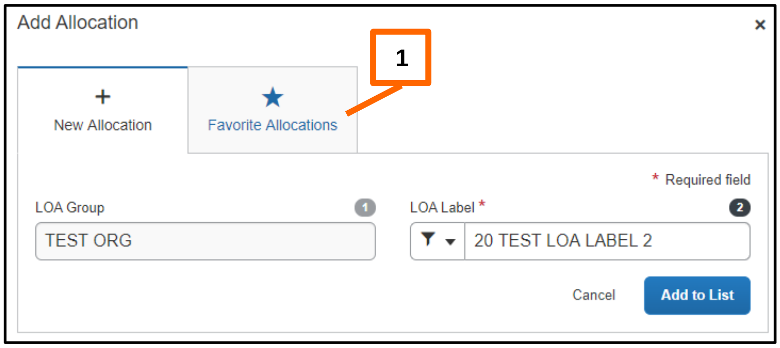

*Figure 8: **Add Allocation** Screen*

Select **Save** on the **Allocate** screen to close the screen and return to the **Expected Expenses** screen.

3.6.2 Allocation Summary Screen

To get to the **Allocation Summary** screen (Figure 9), select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 3, indicator #4), then the **Allocation Summary Screen** link from the drop-down menu. The screen displays the total trip cost and the amount allocated to each LOA. You can't make any changes on this screen.

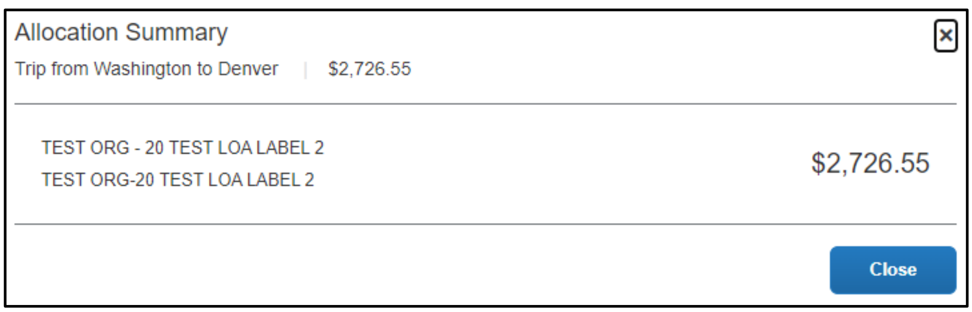

*Figure 9: **Allocation Summary** Screen*

Select **Close** to return to the **Expected Expenses** screen.

3.7 Travel Itinerary Screen

To view the Traveler's itinerary and reservation details on one screen, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 3, indicator #4), then the **Travel Itinerary details** link from the drop-down menu. You can't make any changes on this screen, but there are several buttons at the bottom of the screen. Table 5 explains them.

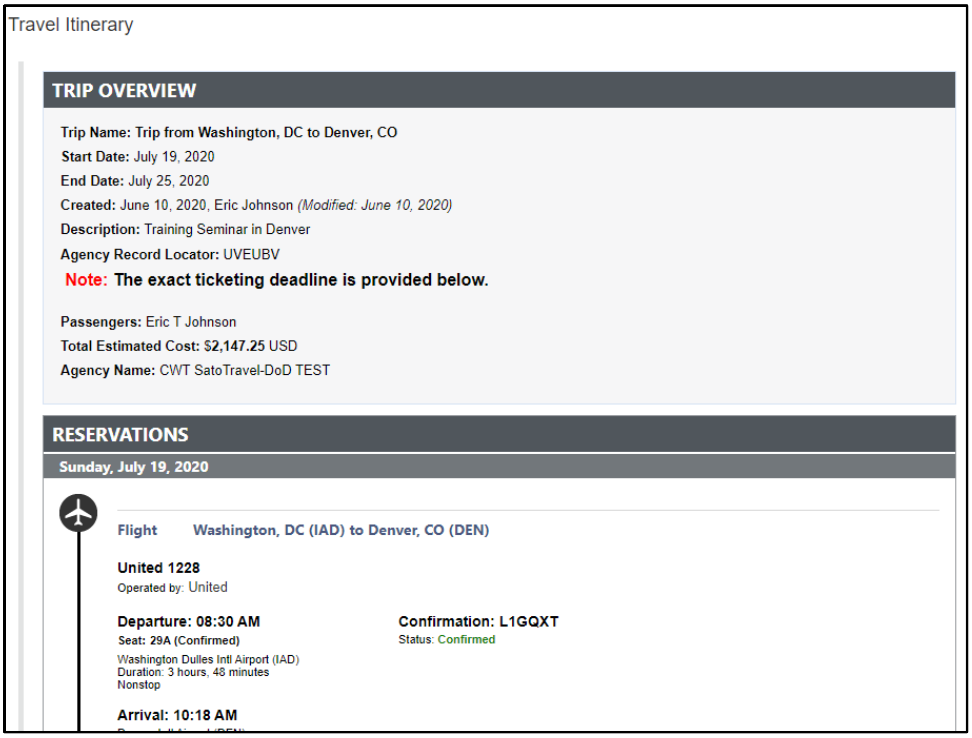

*Figure 10: **Trip Confirmation** Screen*

Table 5: Buttons on the **Travel Itinerary Details** Screen

SELECT …	TO …
Print Itinerary	Self-explanatory.
E-mail Itinerary	
Open in Outlook	Add a calendar reminder of your trip to Outlook.
Share Trip	Share all trip details with a selected person.
Close	Closes the screen and returns you to the **Expected Expenses** screen.

3.8 View Request Screen

The **View Request** screen (Figure 11) shows a summary of itinerary, reservation, and document history information. To get to it, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 3, indicator #4), then the **View Request** link from the drop-down menu. You can't make any changes on this screen.

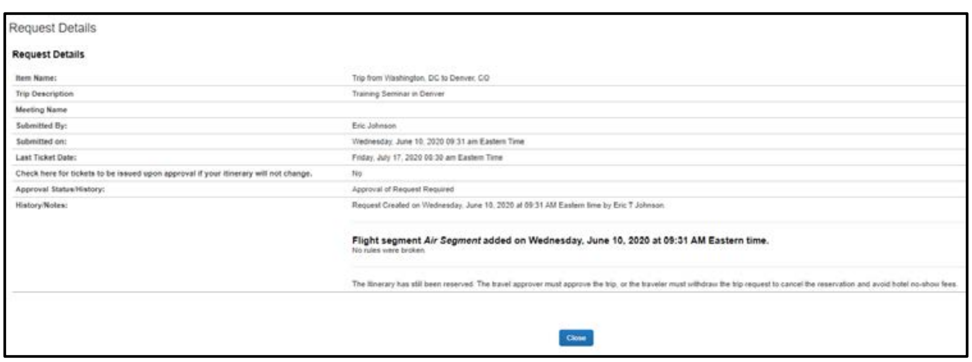

*Figure 11: **Request Details** Screen*

Select **Close** to return to the **Expected Expenses** scree.

3.9 Alerts – Warnings and Hard Stops

You need to be very familiar with the two icons that indicate what SAP Concur calls *alerts*. Those icons are:

1. = **Hard stop**: You will not see any of these on a document when you begin your review because SAP Concur does not let the Traveler submit a document that contains any hard stops. However, certain actions you take may generate a hard stop, which is an error that will cause the document to reject when you try to approve it.

2. = **Warning**: It notifies you that something required the Traveler to take an action, such as entering a justification or a comment to verify they meet the requirements for a certain expense. SAP Concur allows you to approve a request that contains warnings, but you must ensure the Traveler adequately addressed the warnings, by entering an appropriate justification or comment, for example.

After you have thoroughly reviewed the entire document, two actions are open to you (Figure 3, indicator #3). If everything is correct, select **Approve**; otherwise, select **Return to Employee**. See Table 1 for further explanation of these options.

4 Reviewing an Expense Report

Reviews of expense reports always begin on the **Expenses** screen (Figure 9), which displays in a very different format than the trip request. This difference, however, is temporary. Expense report screens for Approvers will be updated at a later date (TBD).

Note: This section shows TDY expense reports, but also applies to local travel expense reports. The only difference between the two types of expense reports is that local travel expense report screens may display fewer options than seen below.

4.1 Expenses Screen

Essentially, all your actions in your expense report review begin on the **Expenses** screen (Figure 12). It’s a screen that conveys a lot of information and provides many different tools, as described below.

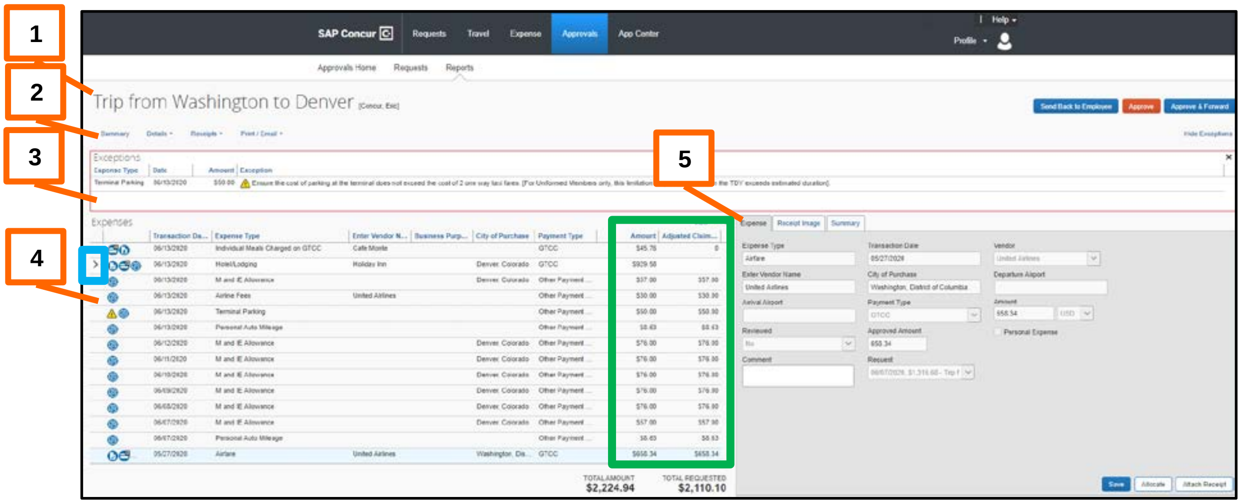

Figure 12: **Expenses** Screen

The **Expenses** screen contains (list numbers equate to indicator numbers on Figure 12):

1. The document's name and owner.

2. **Summary**, **Details**, **Receipts**, and **Print/Email** links. Table 6 provides more information about these options.

Table 6: **Expense Report** Screen Links

Path		Resulting Screen …
Summary		Displays the document's financial information in the details area (Figure 12, indicator 5).
Details	**Report Header**	Takes you to the report header, which shows roughly the same information as the **Request Header** (Figure 4, though with a different layout), plus shows funds the Traveler wants to send to the GTCC vendor to cover GTCC charges not paid through the expense report (e.g., meals).
	Totals	Shows the total cost of the expense report, and breaks it down several ways (e.g., amount of split disbursement to GTCC vendor and Traveler).
	Audit Trail	Provides roughly the same information as the request's **Audit Trail** screen (Figure 6).
	Approval Flow	Provides roughly the same information as the request's **Request Timeline** screen (Figure 5).
	Comments	Shows all comments entered in the expense report.
	Allocations	Provides roughly the same information as the request's **Allocation Summary** screen (Figure 9).
	Itineraries*	Provides key details about the trip's itinerary.
	Expenses & Adjustments*	Provides key details about the trip's per diem allowances.
	Reimbursable Allowances Summary*	Shows the daily expense totals for each day of the trip, and allows drill-down into that day's individual expenses.
Receipts	**(Several self-explanatory links)**	Shows expenses that require receipts, available receipts*, and attached receipts. Also allows you to attach receipts.
Print/Email	**(One or two links)**	Provides options to print or email the expense report. **Notes:** When two links display, both links provide the same data.

*Item not available on local travel expense report.

3. A list of exceptions (see Section 3.9) currently attached to the expense report. If there are no exceptions, this section does not appear. **Note**: The trip request calls exceptions "alerts," but they're the same thing.

4. A list of expenses attached to the expense report and the key details such as the expense type and cost of each one. Select an expense to see more details in the details area (Figure 12, indicator #5).

Notes:

1) The amounts displayed in the **Amount** and **Adjusted Claim** columns (Figure 12, green highlight) are usually the same, but the **Adjusted Claim** column shows:

- $0.00 if the JTR does not allow reimbursement for the expense.

- An amount great than $0.00 but less that the **Amount** if the **Amount** exceeded the reimbursement limit.

2) A chevron (**>** or **V**) next to an expense (Figure 12, blue highlight in the left-most column) indicates the expense has itemizations. Select the chevron to display or hide the itemizations.

SAP Concur recognizes two types of receipts and expenses:

- Most receipts list the full cost of a single type expense type, even if that cost includes multiple individual charges – for instance, a taxi ride, a payment for multiple days of parking, a tankful of gas, etc.

- Itemized receipts show different types of purchases on a single receipt. For example, a hotel bill may include the room cost per night, several different types of tax, parking fees, meals, housekeeping charges, in-room movies, and so on. Not all of these expenses are reimbursable, but they are all on the same receipt, so SAP Concur displays them all.

5. The details area. The content of this area can display document cost totals, expense details, attached images, or other items as you select different options on the screen.

4.2 Expenses Screen, Icons

Just as in a trip request, the expense report displays icons to provide information about each expense. The icons in section 3.9 could both appear here. Additionally, here are some of the more common icons you'll see in an expense report:

- = Automatically attached e-receipt, manually attached receipt.

- = Downloaded GTCC transaction.

- = Air, hotel, and rental car expenses.

- = Allocated expense.

- = Personal expense.

4.3 Final Action – Approve or Return

When you've finished your review, you have the same options as in the trip request:

1. **Send Back Request** with comments to instruct Traveler to make a required change.

2. **Approve** when everything in the request is correct and acceptable to you. The Traveler will receive the amount you approve.

Note: Again, DoD does not approve use of the **Approve and Forward** option at this time.

5 Important Note about Budgets

Budget information is not available in SAP Concur. Before you approve any document, if you are unsure whether the budget contains sufficient funds to cover the obligation or cost of the trip, you or a designated budget analyst should contact your financial system representative.

Failure to confirm that the budget contains sufficient funds could result in the finance system rejecting an obligation or payment request on an approved document.

6 Accessing Old Documents

Sometimes you need to see documents you previously approved. For example, if a Traveler submits a supplementary expense report, you may need to see what was approved in the trip request or the original expense report. Here's how you'd do that:

1. At the top of the SAP Concur home screen (Figure 13), select **Approvals**. The **Approvals** screen opens. You can see that screen in Figure 2, but you can also see all the tools you'll need for this purpose in Figure 14.

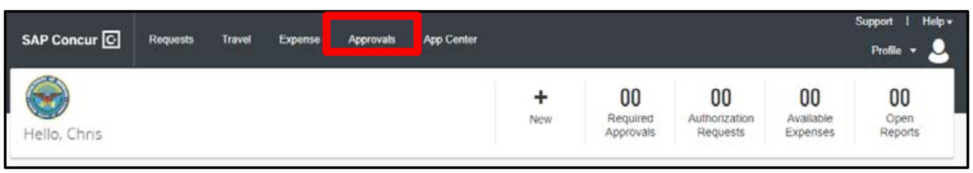

Figure 13: SAP Concur Home Screen

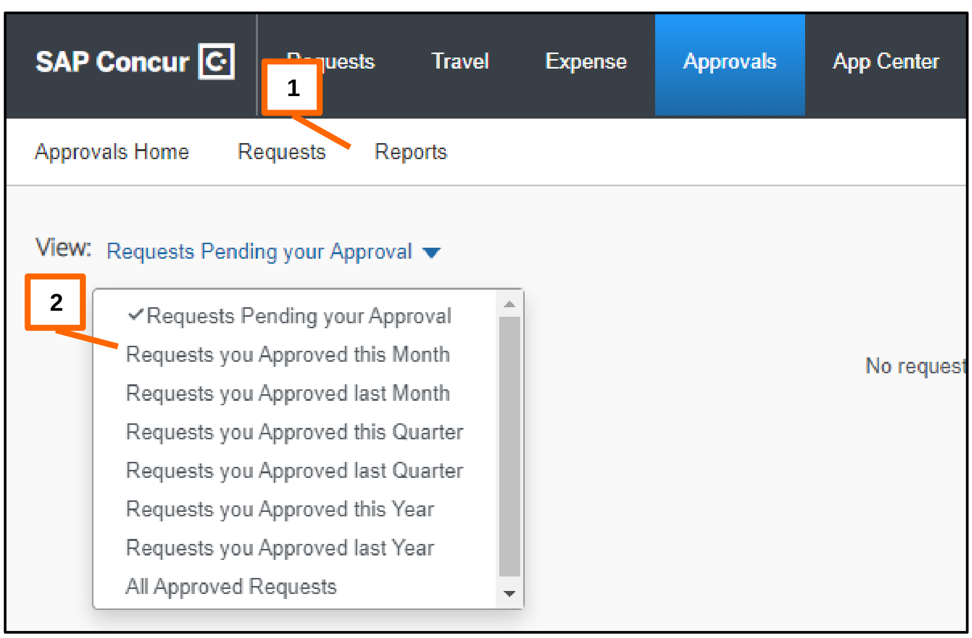

Figure 14: View Menu Options

2. Near the top of the **Approvals** screen, select **Requests** or **Reports** (Figure 14, indicator #1), depending what type of document you're interested in seeing. The screen defaults to display documents pending your approval.

3. You not interested in those for the moment, so select **View** to see a selection list of available timeframes (Figure 14, indicator #2).

4. Select the timeframe you want to view. Concur displays key information about all the documents you approved during the selected timeframe. Select one to open it.

7 Additional Resources

The items on this list provide the URLs for additional information you may find useful. Some of them are mentioned elsewhere in this guide.

1. SAP Concur-created User Guides and Demonstrations
   https://www.concurtraining.com/toolkit/en/expense/end-user/ui02

2. DTMO's SAP Concur vs. DTS decision tool (aka, "TravelBot")
   https://www.defensetravel.dod.mil/travelbot

3. SAP Concur direct link
   https://dodtravel.concursolutions.com

In addition, you can many helpful user guides and other informational papers:

- On the DTMO website's **Defense Travel Modernization Prototype** screen at https://www.defensetravel.dod.mil/site/dtmprototype.cfm.

- By logging onto SAP Concur at the link in #3 above, then selecting **Help** in the upper left corner of the screen, then **Training** on the drop-down menu.

Appendix A: Approval Checklists

This Appendix provides checklists you can use to help you review SAP Concur trip requests and expense reports for accuracy.

Approver's Trip Request Checklist

Only use Approve Request if you check all applicable boxes.
Use Return to Employee if any applicable items remain unchecked.

Trip Requests (TDY Travel)
Expected Expenses Screen
All Expenses (Note: "Expenses" includes both expense and allowance estimates)
☐ All expected expenses are travel-related, and are legal, proper, and correct.
☐ Traveler included all expected expenses (including per diem) and provided reasonable estimates for them.
☐ Traveler only provided one estimate for each expense.
☐ Traveler correctly reduced M&IE expense estimates to account for planned leave (if applicable).
All Reservations
☐ Reservations are reasonable and support the mission (e.g., no unnecessary travel time without taking leave).
☐ All dates and times (e.g., check-in/check-out) are reasonable and support the mission.
☐ Trip request shows no reservations on full days of leave.
Air and Train Reservations
☐ Traveler used standard/directed options (e.g., coach-class seating) OR adequately justified alternate options.
Rental Car Reservations
☐ Rental car is necessary for daily transportation at the TDY location.
☐ Car cost is within policy OR is adequately justified.
Lodging Reservations
☐ Traveler reserved the required lodging type OR adequately justified reserving an alternate lodging type.
☐ One of the following is true: • Lodging cost did not exceed the per diem lodging limit. • You authorized reimbursement for lodging costs over the per diem lodging limit. • Traveler knows they must reduce their lodging reimbursement claim when they file their expense report.
Miscellaneous
☐ All required supporting documents are attached, legible, accurate, and complete.
Request Header Screen (Select Request Details > Request Header)
☐ **TDY Location – City** is correct (e.g., not the arrival airport in most cases).
☐ Trip dates and duration are correct.
☐ **Trip Purpose** is correct.
☐ If required, Traveler provided sufficient **Comments**.
Allocate Screen (Select any expense item + Allocate)
☐ The request displays all correct LOAs. If multiple LOAs, costs are correctly distributed between them.
Travel Itinerary Screen (Select Request Details > Travel Itinerary details)
☐ All trip arrival and departure dates are correct.
☐ All official locations (start, TDY location, end) are correct.
Alerts (Select expense item on Expected Expenses screen OR Request Details > View Request)
☐ Traveler adequately addressed all warnings.

*** Note: Some information appears on multiple screens. You don't <u>have</u> to use the specific screen named above, as long as you verify the information requested.**

Approver's Expense Report Checklist

Only use **Approve Report** if you check all applicable boxes.
Use **Return to Employee** if any applicable items remain unchecked.

Expense Reports (TDY Travel)
Expenses Screen
Receipts
☐ Traveler attached all required receipts (i.e., expenses of $75+ and all lodging).
☐ All attached receipts match the claimed amount, fall within official travel dates (except authorized early expenses like restricted airfare), and support official travel.
☐ Traveler paid for travel expenses with GTCC whenever possible.
All Expenses (Note: "Expenses" includes both incurred expenses and earned allowances)
☐ Traveler included all incurred expenses (including per diem) and provided correct costs for them.
☐ Traveler only claimed each expense once.
☐ All expense claims are within authorized limits or a reasonable variance, OR Traveler adequately justified the variances.
☐ All expense claims are fully accurate (date incurred, number of miles, etc.), and are legal, proper, and correct.
☐ Traveler claimed no travel or lodging expenses on full days of leave.
Lodging Expenses
☐ Traveler correctly itemized all lodging costs and appropriately identified all **Personal Expenses**.
☐ Traveler did not claim any exempt tax types if travel is to a tax-exempt state.
☐ (If applicable) Traveler included an expense adjustment to properly reduce their lodging reimbursement.
Miscellaneous
☐ Traveler adequately addressed all warnings.
Report Header Screen (Select Details > Report Header)
☐ **TDY Location – City** is correct (e.g., not the arrival airport in most cases).
☐ Trip dates and duration are correct.
☐ **Trip Purpose** is correct.
☐ If required, Traveler provided sufficient **Comments**.
☐ The **Redirect Funds to GTCC Account** field reflects an attempt to properly split disburse the travel payment.
Allocations for Report Screen (Select Details > Allocations)
☐ The request displays all correct LOAs. If multiple LOAs, costs are correctly distributed between them.
Itineraries Screen (Select Details > Itineraries)
☐ All arrival and departure dates are correct.
☐ All official locations (start, TDY location, end) are correct.
Expenses & Adjustments Screen (Select Details > Expenses & Adjustments)
☐ Each day reflects the appropriate travel allowances (e.g., leave correctly indicated).

*** Note: Some information appears on multiple screens. You don't have to use the specific screen named above, as long as you verify the information requested.**

Approver's Local Travel Expense Report Checklist

Only use **Approve Report** if you check all applicable boxes.
Use **Return to Employee** if any applicable items remain unchecked.

Expense Reports (Local Travel)
Expenses Screen
Receipts
☐ Traveler attached all required receipts (i.e., expenses of $75+).
☐ All attached receipts match the claimed amount, fall on official travel dates, and support official travel.
☐ Traveler paid for travel expenses with GTCC whenever possible.
All Expenses (Note: "Expenses" includes both incurred expenses and earned allowances)
☐ Traveler included all incurred expenses and provided correct costs for them.
☐ Traveler only claimed each expense once.
☐ Traveler adequately justified all items as needed (per policy, Approver request, etc.).
☐ All expense claims are fully accurate (date incurred, number of miles, etc.), and are legal, proper, and correct.
☐ For POV use, Traveler subtracted daily commute mileage or cost.
Miscellaneous
☐ Traveler adequately addressed all warnings.
Report Header Screen (Select Details > Report Header)
☐ **Traveler** selected **Local Travel Policy** as the **Policy**.
☐ **Trip Purpose** is correct.
☐ If required, Traveler provided sufficient **Comments**.
☐ The **Redirect Funds to GTCC Account** field reflects an attempt to properly split disburse the travel payment.
Allocations for Report Screen (Select Details > Allocations)
☐ The request displays all correct LOAs. If multiple LOAs, costs are correctly distributed between them.

*** Note: Some information appears on multiple screens. You don't have to use the specific screen named above, as long as you verify the information requested.**