



DoD SAP Concur DTM Prototype Supplement: Traveler FAQs

These FAQs supplement the information provided in the [SAP Concur Quick Start Guide for Travelers](#). You can also find an abundance of introductory information in the other [SAP Concur User Guides and Demonstrations](#) or at the end of this document.

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

1. When can I use the DTM prototype?

The DTM prototype is being implemented across the DoD in phases. Your organization will notify you when you are able to use it. Remember, functionality is being added to the DTM prototype incrementally so even if your organization is authorized to use the prototype, your type of TDY may not be supported by current system functionality.

2. How do I know if I can use the DTM prototype or if I should use DTS for my trip?

Use the TravelBot at <https://www.defensetravel.dod.mil/travelbot> to see if SAP Concur supports an upcoming trip or if you need to use the Defense Travel System (DTS).

3. I'm not allowed to use Chrome at work. How can I get permission to use Chrome to access SAP Concur?

Contact your IT Support staff and/or chain of command to request Chrome. DoD SAP Concur is accessible in other browsers, however some information like icons may not display correctly.

4. Can you explain the steps in making a reservation?

- Pick reservation – DTM SAP Concur temporarily reserves the reservation, though does not hold it in the Global Distribution System (GDS). In the background, SAP Concur makes sure the traveler has not booked multiple flights at the same time.
- Reserve flight/seat – When a traveler reserves a flight, SAP Concur creates the reservation in the GDS and sets the ticketing deadline based on the ticketing rules. This is generally 24 hours for nonrefundable tickets and 72 hours before departure for City Pair Program (CPP) fares. When a car or hotel is reserved, it is added to the existing reservation in the GDS.
- Confirm booking – SAP Concur saves the reservation, adds any automated remarks, drops it in the GDS pending reservation queue, and creates the Request.
- Submit – SAP Concur sends the reservations, request, and additional expenses to the Authorizing Official (AO) for review. This step is audited.
- Approve – AO approval triggers a document that goes to the financial system Defense Agencies Initiative (DAI) that will create the pre-trip obligation. Once the DAI has acknowledged receipt, then the Request is approved and the reservations are sent to the ticketing queue. This usually takes about 3-4 minutes. The TMC (i.e. CWTSato) does quality control and tickets at the ticketing deadline.

5. Where can I learn more about using the Request/Expense modules?

On the SAP Concur home screen, click the Help link to open a drop down menu, which displays available training. You may also visit the Defense Travel Management Office website, <https://www.defensetravel.dod.mil/site/dtmprototype.cfm> for links to Training resources.



6. Request/expense modules are not loading. Is it an SAP Concur issue?

Go to <https://open.concur.com> to see the system status, which will tell you if it is a global SAP Concur issue. You can also login to DTM to see the DoD-specific dashboard, which will let you know if it is a SAP Concur issue only affecting DoD customers.

7. Can there be a SharePoint site or bulletin board for sharing ideas, feedback, solutions, and workarounds?

We encourage feedback through your Component Coordinator and through the survey you receive when you return from a trip. If you need assistance or have an idea, contact your Component Coordinator.

8. How can I submit feedback for the system?

Provide feedback to your Component Coordinator or the survey you receive when you return from a trip.

9. Can I contact the Travel Assistance Center (TAC) for assistance with the DTM prototype?

No. The TAC only supports DTS users. For assistance with the DTM prototype, contact your Component Coordinator first, then call customer support at 1-844-308-6880.

10. Can I email the hotel receipt to SAP Concur?

Yes, but there is even an easier solution. If you activate e-receipts, participating hotels (and other travel vendors) will send your receipt electronically to SAP Concur, and the system will automatically attach it to your expense report. If you prefer to email receipts, you must update your personal profile to add your mobile phone number under the "Add a Device" section. You can then take a picture of the receipt with your mobile phone and email it to RECEIPTS@CONCUR.COM and the system will automatically attach it to your expense report.

11. Can I itemize receipts in SAP Concur?

Yes. SAP Concur automatically itemizes hotel receipts for you, whether they are e-receipts or uploaded. However, should the automatic process not occur, you can manually itemize them.

12. How do I attach documents in SAP Concur?

Before you submit your request, you can attach documents using the "Attach Documents" button to the left of "Submit Request" in the top right corner. There are several ways to attach receipts to expense reports (see <https://www.defensetravel.dod.mil/Docs/ConcurGuide1.pdf> for a complete and detailed guide on submitting an expense report).

13. Does the DTM prototype include off-airport rental car locations?

Yes. SAP Concur's rental car module includes options to rent cars off-airport.

14. Does the DTM prototype include DoD Preferred commercial lodging that is part of the Integrated Lodging Program Pilot (ILPP)?

Yes. You will see several pop-up messages alerting you if you are traveling to an ILPP location and the system identifies ILPP properties as "DoD Preferred." Properties that require justification have a yellow warning triangle.

15. Does SAP Concur allow me to claim actual expenses over per diem?

If you select a hotel and provide a valid justification, which the AO approves, then the system will allow you to expense actuals.

16. Does SAP Concur identify tax-exempt states?

Yes. SAP Concur alerts you when you are traveling to a tax-exempt state and provides you with the GSA link to download the form that you must submit to the hotel to waive the taxes.



17. Does SAP Concur allow personal leave during TDY?

SAP Concur supports personal leave at the beginning or end of your TDY. It does not support personal leave in the middle of the TDY period.

18. Does SAP Concur allow foreign travel Outside the Continental United States (OCONUS)?

Not at this time. Capability is being added to the DTM prototype incrementally, so you will be able to use it to travel to foreign OCONUS locations in the future.

19. Does SAP Concur allow multiple Lines of Accounting (LOAs)?

Yes, the system supports multiple LOAs within your current organization.

20. Does SAP Concur allow the use of Centrally Billed Accounts (CBAs)?

Not at this time but it will in the future as DTM capability expanded.

21. If the budget contains less money than my trip's estimated cost, will my travel request be rejected?

Yes. Lack of funding is a hard stop. You cannot submit requests without sufficient funds available in the budget.

22. Where do I input my Electronic Funds Transfer (EFT) information?

You do not input EFT information in SAP Concur. The system pulls your EFT information automatically from the payroll system. The account you use to receive your salary/wages is the same one that receives travel reimbursements.

23. My Government Travel Charge Card (GTCC) was stolen and I received a replacement card. Will my new GTCC card number and associated charges automatically update in my travel documents?

No. Access your User Profile to modify and update your GTCC information. Once you update your GTCC information in either the request or your user profile, it will update your future travel documents.

24. Can I make amendments to my request and expense report after it has been approved?

No. Currently, you cannot make any changes to your approved request or expense report. This is a temporary limitation of the accounting system.

25. How do I make changes in reservations after the request has been approved?

After a request is approved, you can either cancel it and start over, or call the TMC to make reservation changes. You will receive an email notification with the new itinerary.

26. Is there a Travel Management Company (TMC) fee?

That is the beauty of the DTM prototype. The TMC fee is already included and you do not need to claim reimbursement for any TMC fees.

27. What happens if I need to change my travel mid-TDY?

Contact the Travel Management Company (TMC) to make any changes.

28. Does SAP Concur include restricted (e.g., non-refundable) flight fares?

Yes. Restricted fares are listed and you can select them if they save the government more than \$100 compared to the in-policy City Pair (CP) fare. Flights that meet that threshold, do not have a yellow warning triangle which indicates a justification is required.



29. Is travel “ticketed” 72 hours before departure?

In most cases, yes. If travel is approved early enough, then most airfares ticket at 72 hours before departure. However, exceptions do apply. For instance, if approval of the request occurs within 72 hours of departure, then ticketing occurs at the time of approval. If you requested early ticketing, the TMC will ticket soon after approval. Restricted flights frequently require ticketing within 24 hours of selection.

30. Will I be able to select, confirm, and reserve my airline seats?

Yes, in most cases. The system is tied to the Global Distribution System (GDS) so you should get the seat you choose as part of your request.

31. Will I be able to shop for flight segments according to their schedule?

Yes. You can choose the “Shop by Schedule” tab at the top of the booking window to select segments individually.

32. What do emails with the subject line “[Non-DoD Source] New Card Account Pending Assignment” mean?

Each employee profile requires a Citi Government Travel Credit Card (GTCC) assigned to it. Refer to your Travel Manager for action to correct the issue. They may ask you to do two things: 1) log in to SAP Concur to confirm that your profile contains accurate credit card information; 2) log in to your Citibank GTCC profile to make sure your employee ID is correct.

Additional Resources

The links below provide additional information mentioned elsewhere in this Supplement. You’ll find the URLs useful when viewing the Supplement in hard copy.

1. SAP Concur Quick Start Guide for Traveler
<https://www.defensetravel.dod.mil/Docs/ConcurGuide1.pdf>
2. SAP Concur Quick Start Guide Approvers
<https://www.defensetravel.dod.mil/Docs/ConcurGuide2.pdf>
3. SAP Concur User Guides and Demonstrations
<https://www.concurtraining.com/en-us/pr/get-started>
4. SAP Concur Home Screen
<https://dodtravel.concursolutions.com>
5. SAP Concur Supplement: Home Screen Features
<https://www.defensetravel.dod.mil/Docs/ConcurSupplement2.pdf>
6. SAP Concur Supplement: Profile Updates
<https://www.defensetravel.dod.mil/Docs/ConcurSupplement1.pdf>
7. TravelBot
<https://www.defensetravel.dod.mil/travelbot>