Travel

Introduction

The Travel section of the Best Practices Handbook is intended to explain the general policies and procedures developed to accomplish the travel needs of all schools and departments within the Boston University community. This section applies to all individual travel expenses on behalf of Boston University School of Public Health.

Four key elements to understanding travel

1. Concur
   1a. Booking travel
   1b. Submitting an expense report
   1c. Add card charges to expense report
   1d. Add an out-of-pocket expense
   1e. Approval flow
   1f. How to approve expense reports
   1g. Understanding delegates
   1h. Adding delegates

2. Preferred vendors

3. Travel restrictions

4. Reimbursement

5. Unassigned charges

6. Reconciliation

7. International travel

Helpful Links

Travel Training Website
Preferred Travel Vendors
Travel Policy
Concur Expense Guide
Travel

1. Concur

Concur is a digital solution that BU purchased and uses as their travel and expense management system. It allows for easy online bookings for travel, increased visibility into expenses, and quick reimbursement turnarounds for out of pocket expenditures.

Accessing Concur

To access Concur go to BUworks Central Portal Web-Site Page and follow the menu path below:

Menu Path: BUworks Central Portal -> ESS -> Travel Reimbursements -> Manage Business Travel Arrangements and Reimbursements

Helpful Links

Concur- FAQs
Travel

1a. Booking travel

Within the Concur homepage, you will have special features activated for your profile. Locate the Trip Search area. Select “Booking for Myself” or “Book for a Guest” then choose the icon that relates to the type of travel you will need.

Flight
1. Select your preferred flights by schedule or price
2. Review and reserve the flight segments before completing the reservation or adding car and hotel to the travel itinerary
3. Remember to select your seats
4. Please note selection colors - Green means the fare is within policy; yellow means the fare is outside of the policy – selecting this will ask you to provide a reason; red means the fare is outside of the policy and you will not be allowed to confirm this segment

Car - Hotel - Train
1. Chose the appropriate icon, enter your parameters, and select search

Helpful Links

Travel Quick Start Guide

TIP: Be sure to complete your travel with the purchase button on the trip confirmation tab.
1b. Submitting an expense report

1. Click on the expense tab
2. Click +Create New Report
3. Fill out all Report Header fields (especially the required ones indicated with red line)
4. Click Next
5. If you need to re-access the Report Header after creating your report, click on the details button
6. In the details drop down menu, select Report Header to take you back

Helpful Links

Start an Expense Report
**Travel**

1c. Add card charges to expense report

Items purchased on the travel card appear after ten business days in these two locations.

On the Concur homepage in the Available Expenses tab

![Concur homepage](image1)

Under the Expense tab in Concur

![Concur expense tab](image2)
1c. Add card charges to expense report (continued)

1. To move transactions into a report, select the box next to each transaction
2. Click the blue Move button and hit To New Report

3. If you already created an expense report and want to add the expenses to that report instead, select the box next to each transaction
4. Click the blue Move button and select To Current Report

5. Once all expenses related to the trip are entered into the expense report (including receipts) - press submit to begin the approval process

Helpful Links

How to Add Card Charges to a Report
Travel

1d. Add an out-of-pocket expense

There are times when you have out-of-pocket expenses that you need to submit for reimbursement. Some examples include tip for cleaning service and parking meters.

To submit an out-of-pocket expense
1. First either open an existing expense report or create a new one
2. With the report open, click New Expense. (If there are no expenses on the report, you may not need to click New Expense.)

3. On the New Expense tab, select the desired expense type
Travel

1d. Add an out-of-pocket expense (continued)

4. Complete the required and optional fields

5. Click Attach Receipts to upload supporting documentation

6. Click Allocate to allocate the expense

7. Click Save
Travel

1e. Approval flow

Expense reports in Concur start out with a three-step approval flow
1. The cardholder's direct manager/supervisor level
2. Cost object approver
3. Accounting review (which is done by the Travel Office)

Once an expense report is submitted, it will appear in the Active Reports section of the Expense tab in the Report Owner's Concur Profile. The report will also list the approval step it is in. For example
A. If with Supervisor - “Submitted & Pending Approval ____” (displaying supervisor's name)
B. If with Cost Object Approver - “Pending Cost Object Approval”

TIP: The cost object approver(s) will not be displayed until after the supervisor approver has approved the report.

To view the approval flow, open the expense report, select the Details drop down, then Approval Flow.

Helpful Links

Understanding the Approval Flow
Status of Expense Report
1f. How to approve expense reports

From the Concur home screen, Reports pending approval can be found in three places:
1. Upper left - “Approvals”
2. Upper right - “Required Approvals”
3. Under “My Tasks”

Select one of the options and the following display will appear, showing the available reports to approve.
1f. How to approve expense reports (continued)

1. To begin approving, select and click the Report Name (“How to Approve Reports”)

2. Next click on the Details drop menu and select Report Header to review the details.

3. Click Save or Cancel to exit Report Header screen.

TIP: Review the start and end dates of your trip, as well as the General Ledger account and Fund Center number being charged!
1f. How to approve expense reports (continued)

4. Click on the Print/Email drop down menu and select BU Detailed Report

5. Review the Allocation Summary and then exit the window

TIP: Scroll past the BU Detailed Report to get to the Allocation Summary. This is the fastest way to view each of the allocations contained in the report.
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1f. How to approve expense reports (continued)

6. On the left hand side, click on each expense line item you would like to review
7. After reviewing the expense entry level information, review the receipt image - this must be repeated for each expense
8. Expand expenses by selecting the radial to the left to view itemizations

9. If changes need to be made, click the Send Back to User button and enter a detailed Send Back Comment so the user knows the reason
10. If the expense report passes audit, click the approve button

Helpful Links

How to Approve Reports

TIP: All accommodation expenses and meals with alcohol must be itemized.
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1g. Understanding delegates

Delegates are employees who are allowed to perform work on behalf of other employees. Once you have been set up as a delegate for another employee, you can prepare a report for them or approve expenses (depending on the role).

1. Click the Profile drop down menu in the upper right hand corner

2. A drop down will appear below “Acting as other user”. Depending on the number of people you are set up as a delegate for, a list of available users may populate.

3. Select the user from the list, then hit start session

4. The upper right hand corner will now display “Acting as ___” and that employee’s name

Helpful Links

Understanding Delegates
Travel

1h. Adding delegates

First you must be within the Concur Home Page

1. Click on Profile located on the right hand side of the Concur Home tab
2. Select and click profile settings to display Profile options
3. Select and click on expense delegates

4. Within the Expense Delegates tab, select delegates (to assign individuals)
5. Click the Add button to locate, search and select individuals you would like to give access

TIP: Click Delegates tab, NOT Delegate For. The Delegate For tab lists the employees you may act as a delegate for.
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1h. Adding delegates (continued)

6. Select the desired level of permission to be granted via checking the box
7. Click Save to finalize delegate setup

Approval delegates and expense delegate setup are the same. The only difference for approval delegate is checking the “Can View Receipts,” “Can Approve,” and “Receives Approval Emails” boxes.

Helpful Links

How to Add Expense Delegates
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2. Preferred vendors

<table>
<thead>
<tr>
<th>Air</th>
<th>Marriott Courtyard Brookline</th>
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<tbody>
<tr>
<td>American Airlines</td>
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<tr>
<td>JetBlue Airlines</td>
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<td>Porter Airlines</td>
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<td>Emirates Airlines</td>
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<td>Train/Bus</td>
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<td>Amtrak</td>
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<td>Boston Coach</td>
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<td>Car Rentals</td>
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<td>Avis Budget Group</td>
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<td>Dollar Rent-a-Car</td>
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<td>Enterprise/National Rental Car</td>
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<td>Thrifty</td>
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<table>
<thead>
<tr>
<th>Hotels</th>
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<tbody>
<tr>
<td>Club Quarters Boston Financial</td>
</tr>
<tr>
<td>Colonnade Hotel</td>
</tr>
<tr>
<td>Doubletree Guest Suites (Soldier Field Road)</td>
</tr>
<tr>
<td>Sheraton Boston</td>
</tr>
<tr>
<td>Holiday Inn Brookline</td>
</tr>
<tr>
<td>Hotel Commonwealth</td>
</tr>
<tr>
<td>Hotel Marlowe - Kimpton Hotel</td>
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<tr>
<td>Hyatt Regency Cambridge</td>
</tr>
<tr>
<td>Club Quarters (note – hotel outside of BU)</td>
</tr>
</tbody>
</table>

Helpful Links

BU Preferred Vendors
3. Travel restrictions

Air Travel
- Air travel is reimbursable for economy airfare only (traveler is responsible for upgrade)
- The University will not reimburse or pay for a flight that is purchased with a traveler's own rewards (i.e. Frequent Flier Miles)
- Excess baggage charges and flight insurance are not reimbursed by the University

Air Travel under a Sponsored Program - Federal Travel*
- Federal regulations prohibit charging Business Class (or First Class) accommodations
- Travelers must comply with the Fly America Act, which requires travelers to use a U.S. flag air carrier or a foreign carrier that operates under a U.S. Flag air carrier code-sharing agreement and identifies the U.S. flag air carrier's designator code and slight number
- Reimbursement for the cost of food and alcohol is not allowed on federal awards

*R For further information, contact Post Award Financial Operations (PAFO).

Rental Vehicles
- Do not obtain additional insurance coverage offered by domestic rental companies
- Mileage will not be reimbursed for rental vehicles
- Fines for traffic violations or parking tickets will not be reimbursed

Miscellaneous
- Laundry and dry cleaning during business travel of less than 5 days are not reimbursed
- Expenses related to personal/vacation days while on a business trip are not reimbursed

TIPS:
- Complete airfare bookings at least 14 days prior to scheduled trip departure.
- If renting cars internationally, obtain liability and collision coverage.
- For all meal expenses, alcoholic beverages must be separated on the expense report and charged to a non-sponsored discretionary account (automated in Concur).

Helpful Links

Travel Policy
4. Reimbursement

Transactions from the travel card feed into your Concur within ten days of the purchase date. You cannot, however, submit your expenses until after the trip/event has taken place.

Once your expense report has been submitted on Concur it will go through a three-step approval process. If the report has no issues, it will be approved and sent for payment.

If you have Direct Deposit, payment will be released the morning after you receive Concur’s email stating payment has been sent. If you do not have Direct Deposit, checks will be mailed on the Friday following receipt of Concur’s email.

Helpful Links

Direct Deposit Sign Up
Travel Guidelines
Travel

5. Unassigned charges

All card transactions must be assigned to an expense report within 30 days of the transaction date regardless of when the Cardholder returns from a trip.

Please refer to table below for any charges that are not assigned within an expense report.

<table>
<thead>
<tr>
<th>Within 30 days of transaction date</th>
<th>Cardholder will be notified via email to assign and process transactions in the expense management system.</th>
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<tbody>
<tr>
<td>Within 45 days of transaction date</td>
<td>Notification will be sent to cardholder and financial approver requesting that all transactions be assigned and processed in the expense management tool.</td>
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<tr>
<td>Within 90 days of transaction date</td>
<td>Notification will be sent to appropriate Dean or Vice President to escalate the issue (notifications to President or Provost may be warranted in certain circumstances.)</td>
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</tbody>
</table>

Transactions not assigned to an expense report within 60 days will be reviewed by the Travel Department, and the Cardholder's Travel Card will be placed on "hold" status until charges are assigned. "Hold" status means that new charges cannot be made using the Travel Card until the hold is released. After 120 days, as required by IRS Accountable Plan rules, these amounts will be considered taxable compensation to the employee on Form W-2 and subject to the appropriate tax withholding.

Helpful Links

Travel Card Policy
6. Reconciliation

This section explains how to reconcile your Concur expenditures with Business Warehouse (BW).

In Concur
1. Go to the Approval tab
2. Select Reports
3. Go to View and select the period you would like to reconcile

4. In the drop down section, select “Employee Last Name” → “Contains” → Type the last name of the cardholder you are looking to reconcile and click “Go”
5. The amounts found in the “Requested Amount” should be reconciled to the BW report
6. Reconciliation (continued)

In Business Warehouse (BW) Reporting

1. Run a “Transaction Detail” report
2. In the Variable Entry screen type your Fund Center and click OK
3. Click on Filter and “Edit” under the “Document Type” characteristic
4. Select Value “Concur Invoice,” click Add, and press OK
6. Reconciliation (continued)

5. A screen with all Concur entries posted in BW will show up. Click on “Export to Microsoft Excel”

6. In your Excel spreadsheet, filter on “Vendor” and select the same last name you chose in your Concur expense report.

You can now reconcile each line on both reports. Transactions not found in BW reporting should be added at the bottom of the excel spreadsheet and reconciled once they have been approved in Concur.

**TIP:** Please allow 3 to 5 business days for expenditures to post in BW Reporting once they have been approved in Concur.
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7. International travel

There are many important issues to consider when traveling internationally. Below are some of the helpful resources and information available to BU travelers. Before traveling internationally, we encourage consulting with the Global Programs office.

You should consult the BU International Travel Risk Policy before making any plans to go abroad, as it provides valuable tools designed to ensure your health, safety, and security while traveling, such as:

- Guidance on how to register your international travel plans with us for planning and emergency support
- Restrictions on travel to high-risk destinations for certain travelers
- Requirements and minimum standards for insurance and emergency evacuation coverage
- What happens when an evacuation instruction is given
- Guidance on export controls

Please note that health insurance coverage is strongly encouraged for international travel and that all Boston University employees are covered by an evacuation/emergency travel assistance plan when travelling abroad on University business.

TIP: As a basic guide to help you organize your preparation, use our international pre-departure checklists for Faculty and Staff and for Students.

Helpful Links

International Travel Resource
Manage International Travel
Pre-departure Checklist