Frequently Asked Questions

GETTING STARTED

How do I access Concur Travel and Expense? To find the Concur Travel and Expense app in myRutgers, click the "Apps" icon on the left navigation bar. Use the search bar at the top right of the screen and type in "Concur Travel & Expense." Click on the app and click on the heart to mark it as a favorite app.

To log in to Concur, go to the myRutgers portal, and using your 8-digit employee ID, log in with Single Sign On (SSO).

How do I update my bank account information for direct deposits? All bank account information must continue to be stored in Oracle Expense. If your banking information in the Oracle Expense system is already set up and there are no changes, no further action is needed. Payments will continue to be made in Oracle.

How do I add/check banking information in Oracle? Please refer to the job aid on adding banking information to Oracle Expense. -Job Aid at the end of this list of FAQ'S

Does my Payroll direct deposit information transfer automatically to the new Concur Travel & Expense system? No, payroll direct deposits are unrelated to expense reimbursements. Please refer to the job aid on adding banking information to Oracle Expense.

What if the default UDO (unit, department, organization) string listed to charge the expense is incorrect? You can manually update the UDO in "Request" or in the expense report. The default UDO for Computer Science is 450-5395-3019-2110-100-1000. Contact your business office about updating permanently if necessary.

What is the new feature "Request" in Concur? Beginning July 1, 2024, a trip request must be submitted prior to all work-related travel.

Do I need to submit a trip request prior to traveling for work-related purposes? Yes, beginning July 1, 2024, a trip request must be submitted prior to all work-related travel. To submit a trip request, review this job aid and video along with other resources on the Concur Travel & Expense webpage. Anticipated costs for the trip should be estimated as accurately as possible on the request.

Do I need to submit a request if the trip has already been taken, and reimbursement is needed? If a request was not submitted prior to the trip, the expense report cannot be submitted. You must submit the trip request, and once approved, the expense report can be submitted for reimbursement.

How do I make an adjustment to the trip request after the trip has been approved and paid? Unfortunately, a request cannot be altered once it is approved.

Do I need to submit separate requests for each expense item (e.g., flights, hotel, food, etc.) for the same trip? All expenses for the same trip should be compiled into one trip request to give an accurate estimation of the total trip cost.

Once the trip request is approved, how can I search for airfare, hotels, etc.? Travel-related expenses such as airfare and car rental should be booked using Concur Travel. Hotels where the conference is being held should be booked through the conference website to take advantage of attendee hotel room rates.

How do I enter hotel room rates if they differ each day? If the hotel room rate is not the same for each night of the stay, Concur offers the option to enter each night's rate independently. Review this job aid and video on itemizing hotel receipts and other resources on the Concur Travel & Expense webpage.

What about travel to foreign cities that are not listed in the per diem rates. How is this handled? The locations are generally comprehensive, however if a location is not on the list, email expense_management@finance.rutgers.edu with a request to have your location added.

How do I estimate the price of a flight? Use Concur Travel or Direct Travel, Rutgers-approved travel agency, to obtain an estimate of airfare.

If a work-related trip includes some personal travel, how is this handled and how much detail is needed? Personal travel continues to remain non-reimbursable. The trip request incorporates a series of questions about your trip if it will include personal travel.

How do I determine if an expense report is travel-related or not?

· Travel-related expenses include costs associated with a business trip such as airfare, car mileage to the airport or Uber/Lyft, hotel, meals, etc.

· Non-travel-related expenses are costs not associated with a trip such as car mileage to a work-related meeting/event in a location other than your current Rutgers office.

How do I submit a reimbursement for mileage using my personal car? For a non-travel-related expense report, select personal car mileage in Concur and choose "local mileage" as the type of mileage. Use the mileage calculator or attach a mileage log (if applicable) as receipt for verification. For detailed instructions on entering personal car mileage, review this job aid or watch this short video

Is Concur used for conference registration reimbursement? Yes, conference registration fees are included in Concur.

How are receipts submitted through Concur? There are several ways to upload receipts and other backup documentation into Concur. Refer to the job aid and video about working with available receipts, as well as how to activate e-receipts.

How do I upload my receipts into Concur? Receipts can be uploaded into Concur by going to the "Manage Expenses" tab and selecting "Upload Receipt." You can upload receipts from your computer or email them to receipts@concur.com. In the Concur mobile app, you can also take a photo of receipts using your cell phone and upload them directly into the expense report.

Is there a summary view of the expense report available? Use the "print share" option for a detailed summary of the expense report. The summary includes information such as the report number, employee details, expense breakdowns by type, and cost allocations.

How will other expenses, such as Uber/Lyft or train fare show as available expenses? If you are using Uber/Lyft or the train for ground transportation, and you have a travel card, it will show as a charge in "Available Expenses." If you do not have a travel card, please include these charges in your expense report as ground transportation and attach your receipts.

How are tolls, such as the NJ Turnpike and Garden State Parkway submitted? Tolls can be submitted as non-travel-related expenses unless they are part of a trip.

What happens if the receipt is not received electronically? Is an itemized receipt needed? Expenses charged to a personal credit card will need to have the receipts uploaded to the expense report. Review the job aid and video on working with receipts and other resources on the Concur Travel & Expense webpage.

==**Important Links to Refer To:**==

Booking Travel: [Booking Travel | University Procurement Services](#)

Reporting Expenses: [Reporting Expenses | University Procurement Services](#)

Travel Policies & Forms: [Travel Policies and Forms | University Procurement Services](#)

Concur Travel & Expenses: [Concur Travel and Expense | University Procurement Services](#)

Adding Banking Information to Oracle Expense

1 To enter banking information in Oracle Expense, go to the Task Icon on the right side of the page. To add your information, the employee will have to first go to ⚙ and choose Manage Bank Accounts from the drop down list.

3 Finally to make your bank the Primary you would click next to Valid to highlight the row. Then click on *'Primary'*.
- A check box should show up to the left of your bank name.
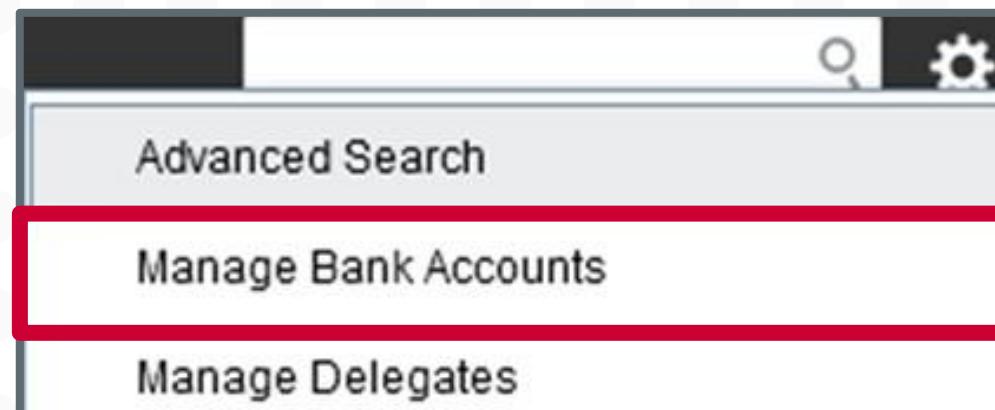
2 Click on the + to add your banking info.

- Complete all of the info with an * and add your Bank and Branch. *Do not enter any spaces or dashes*.

- *For Account Type, do not choose Money Market*. Only Checking and Savings.

- Routing number needs to come from a check and not a deposit slip.
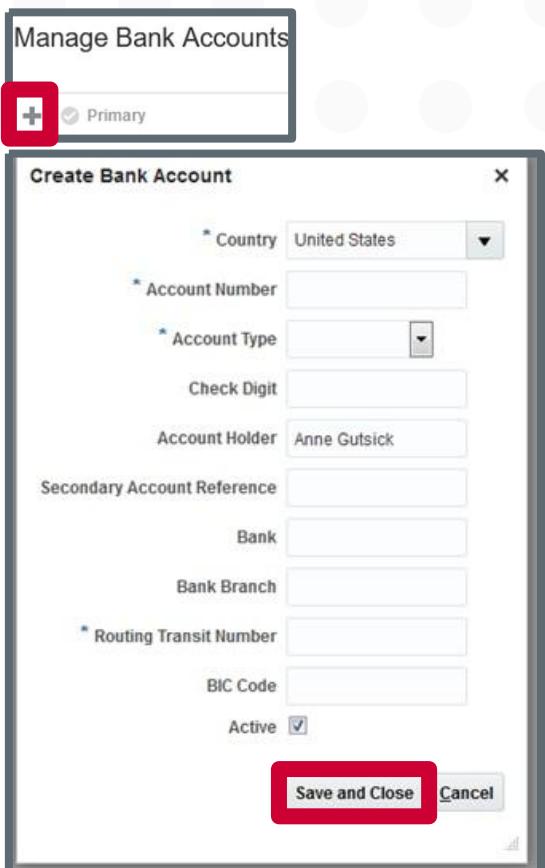
Once info is entered, hit *'Save and Close'*.