

CONCUR FAQs

Q. Who can use Concur?

A. Any employee on State or RF payroll.

Q. Do I have to use Concur or can I continue to use a Paper Travel Voucher?

A. All employees should begin to transition from the paper process to Concur at this time.

Q. What do I need to start using Concur?

A. To use Concur you will need:

1. Your 9-digit SBU Employee ID No.
2. Your Net ID and Net ID password
3. To familiarize yourself with Travel Policies
4. To know the funding source (RF or State) and budget account number you will be traveling on
5. Access to the budget account through E-RAS
6. Your department's approval requirements

Q. How do I log onto Concur?

A. Sign onto www.concursolutions.com using your 9-digit SBU ID No. followed by "@stonybrook.edu"

[Concur Sign On Steps](#)

Q. I am a Stony Brook Medicine Employee, should I use my email to sign into Concur?

A. All Stony Brook Employees should use their 9-digit SBU ID No. followed by "@stonybrook.edu" regardless of their actual email address. [Concur Sign On Steps](#)

Q. I logged onto Concur, where do I start?

A. Please check your profile to confirm that the supervisor listed is correct.

Please also verify your email address. As long as everything is correct and you have everything you need to use Concur, you may begin to utilize the modules.

[LINK](#)

Q. What do I do if the supervisor listed in Concur is incorrect?

A. If your supervisor is incorrect, your correct supervisor should reach out to your VP Coordinator who will work with HR to correct the issue. You will see the corrected information in Concur within 2 days.

Q. What do I do if I do not have a supervisor listed in Concur?

A. If you do not have a supervisor listed in Concur, your correct supervisor should reach out to your VP Coordinator who will work with HR to correct the issue. You will see the corrected information in Concur within 2 days.

Q. Can I assign a delegate to use Concur on my behalf?

A. Yes, you can assign a Delegate to create and maintain your Travel Pre-approval Request and Expense Report; however only the Traveler can Submit the Request or Expense Report.

Q. On the top menu bar, what is the difference between Request, Travel, Expense, Approvals, Reporting and App Center?

A. Request: Travel Pre-Approval

Travel: Contains your Trip Library

Expense: Post Trip Report

Approvals: Where you will find Requests or Expense Reports pending your approval

Reporting: This tab is only visible to Department Supervisors. Supervisors can run spend analysis reports for their Subordinate's travel.

App Center: Listing of Concur's Partner Apps that if you choose to install can help you manage your trip and expense report. [App Center Help](#)

Q. Am I required to create a Request in Concur?

A.

	Sponsored	State & Non-Sponsored
Request (Pre-approval)	✗	✓ Required
Supervisor Approval	✗	✓ Required
OGM Expense Approval	✓ Required	✗
eFTR (International Travel)	✓ Required	✗

Q. What is a Trip Library?

A. Trip Library is a catalog of trips that you have planned. These trips can be entered manually or automatically imported with the use of Triplt Pro or TripLink.

Q. Am I still required to use the eFTR (Electronic Foreign Travel Request) system?

A.

	Sponsored	State & Non-Sponsored
Request (Pre-approval)	✗	✓ Required
Supervisor Approval	✗	✓ Required
OGM Expense Approval	✓ Required	✗
eFTR (International Travel)	✓ Required	✗

Q. Who will approve my Request in Concur?

A.



Q. Who will approve my Expense Report in Concur?

A. *For State Funds and Non-Sponsored Awards*



For Externally Sponsored Awards



Q. How does Concur know how the Account Approvers are?

A. *This information is sourced from E-RAS (Electronic Record of Authorized Signatures).*

Q. When I creating my Request/Expense Report, the Funding Source is blank, what do I do?

A. The Funding Source will typically already include values to select from (in a dropdown field). Since it is blank for you, that indicates that you have not yet been designated as a TRAVELER for a funding account.

The funding account's Account Director and/or Account Assistant will need to add you as a TRAVELER in the E-RAS system.

Here's information about the E-RAS process: <https://www.stonybrook.edu/commcms/travel-and-expense/September%20th%202021.pdf>

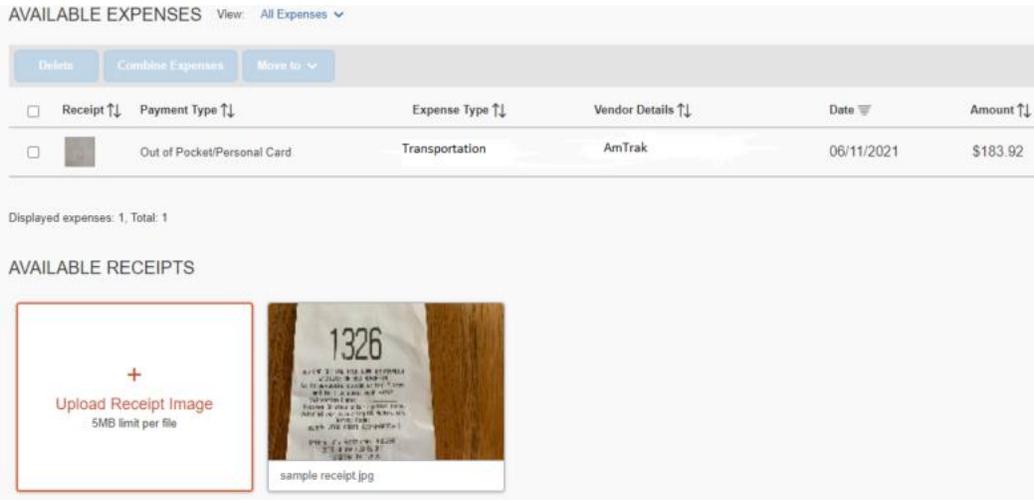
Q. I'm having trouble with my Request/Expense Report, who can I reach out to for help?

A. For assistance please contact the Travel & Expense Team: sbu_travel_expense@stonybrook.edu

Q. How do I upload receipts into Concur?

A. There are multiple ways to upload receipts in png, .jpg, .jpeg, .html, .pdf, .tif, .tiff format, please choose one of the following:

1. On Concur's website, in the Manage Expenses tab, you can click **Upload Receipt Image** to the Available Receipts section and assign it to an expense at a later time.



2. On each expense click on **Attach Receipt Image** button

Allocate * Required field

Expense Type *

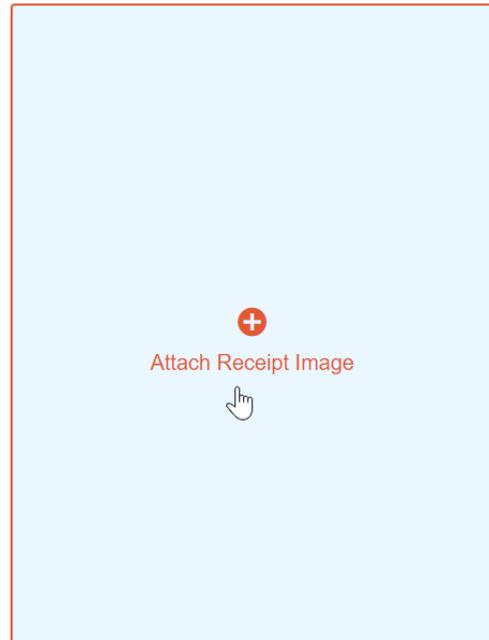
Transaction Date * Trip Purpose

Additional Expense Information/As Required ? Enter Vendor Name *

Destination City Payment Type *

Amount * Currency *

Comment



3. On Concur's mobile app, click on **Expenselt** and take a picture of your receipt

4. Email your receipt to receipts@concur.com from your @stonybrook.edu (not personal email)

If you are acting on behalf of another Traveler (as a Delegate) type the Traveler's verified email address in the Subject Line of your email.

5. To automatically create an Expense Line Item from your receipt, email your receipt to receipts@expenseit.com

If you are acting on behalf of another Traveler (as a Delegate) type the Traveler's verified email address in the Subject Line of your email.

7. Sign up to receive e-receipts from participating Concur Partners such as United Airlines, IHG, Hertz, and others through TripLink or the App Center.

Q. How do reconcile my Company paid expenses (Travel/NET Account EuroLloyd airfare and Amtrak)?

A. For Company paid expenses, you will select the transaction from the Available Expenses tab.

Add Expense ✕

1 Available Expenses + Create New Expense

<input type="checkbox"/>	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date ☞	Amount ↑↓
<input type="checkbox"/>	Out of Pocket/Personal Card	Transportation	Amtrak	06/11/2021	\$183.92

Displayed expenses: 1, Total: 1

Close Add To Report

Q. If the Company paid my guest's airfare or Amtrak ticket how does that get reconciled.

*A. The NET Account holder is responsible for reconciling the transaction in Concur under their own profile. Note that a Pre-approval through Concur Request is required.
The Guest will request any reimbursable expenses via paper Travel Voucher.*