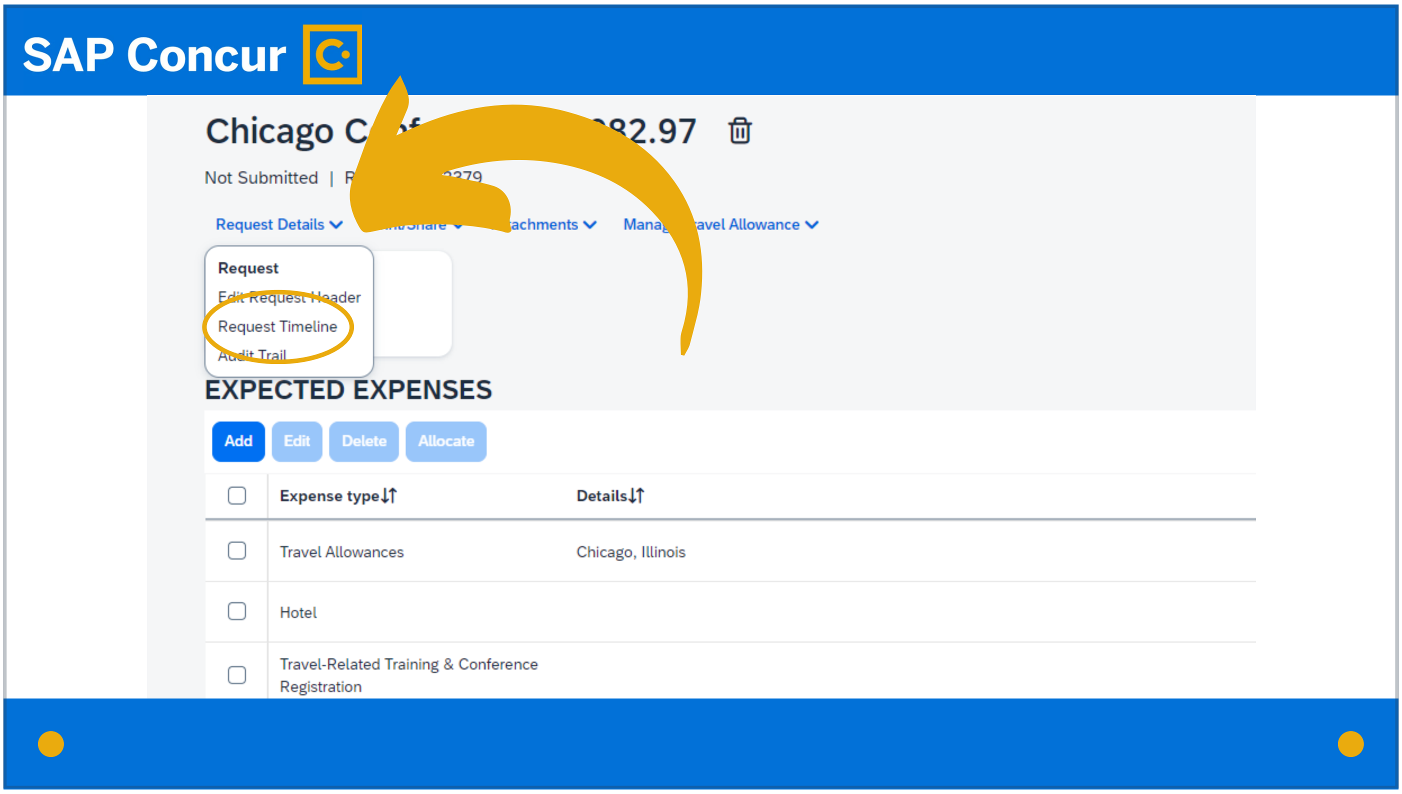
SAP Concur

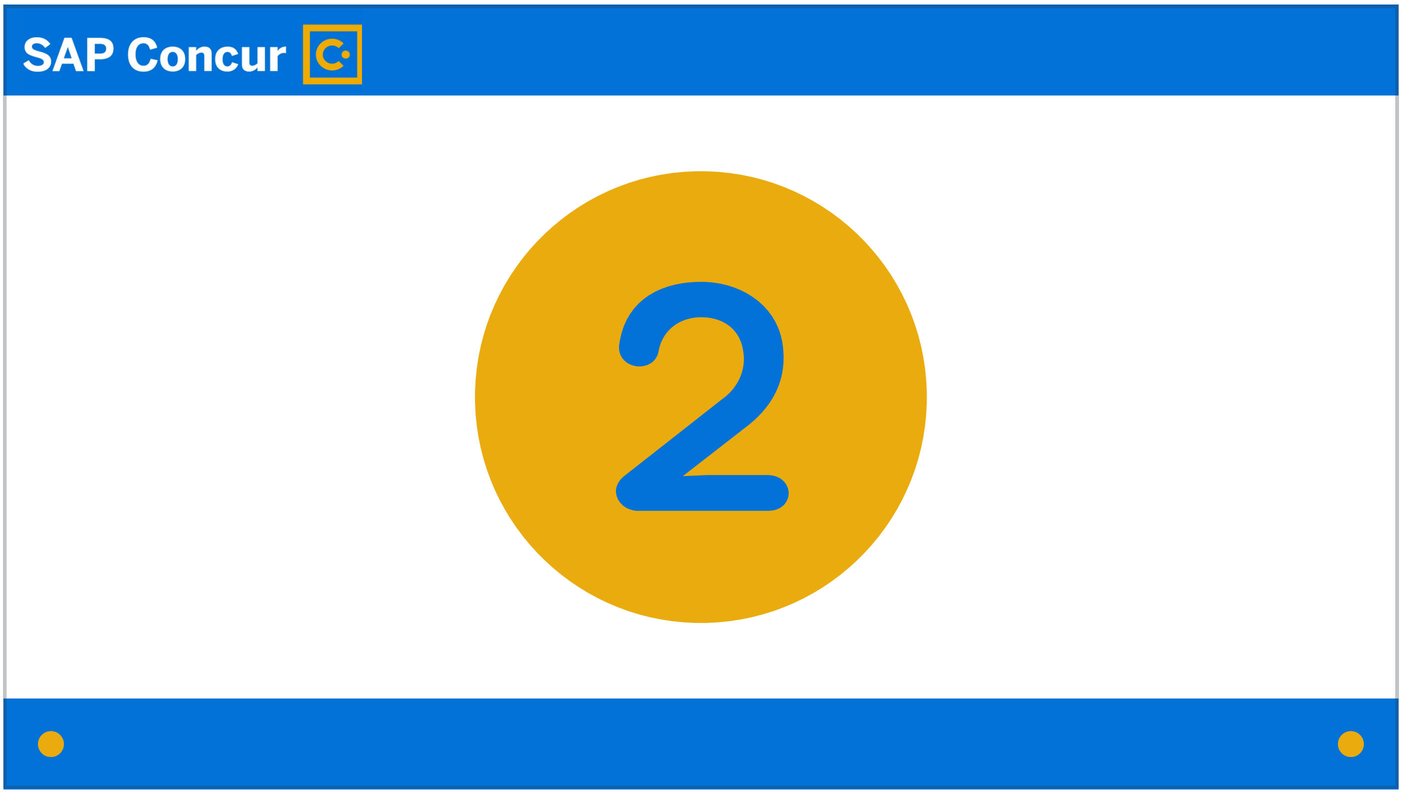
Workflow:

Travel Request Workflow Processes

Welcome to our training on the travel request workflow processes in Concur.

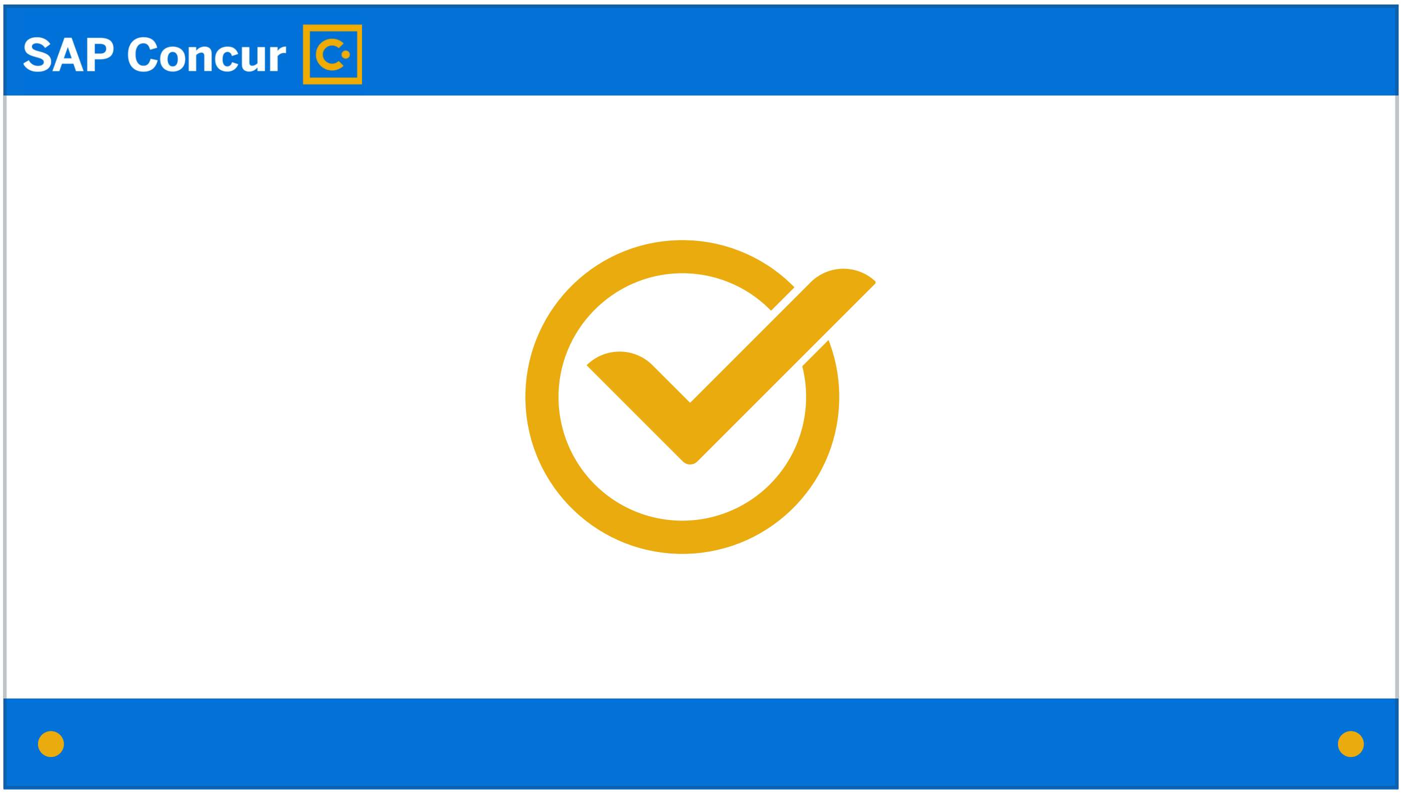


In Concur, a request's specific workflow can be viewed by clicking on the Request Timeline under the Request Details dropdown menu.

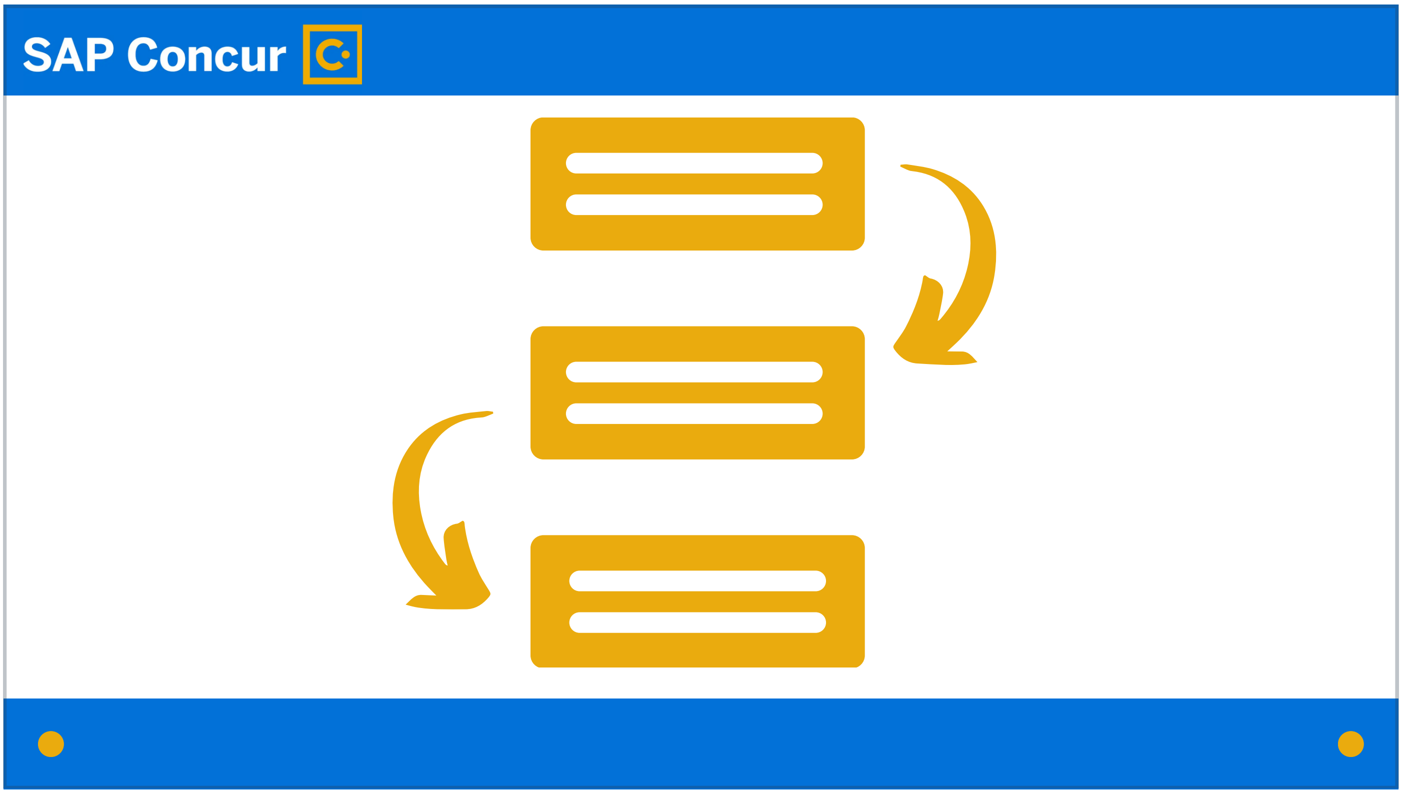


The workflow involves two things:

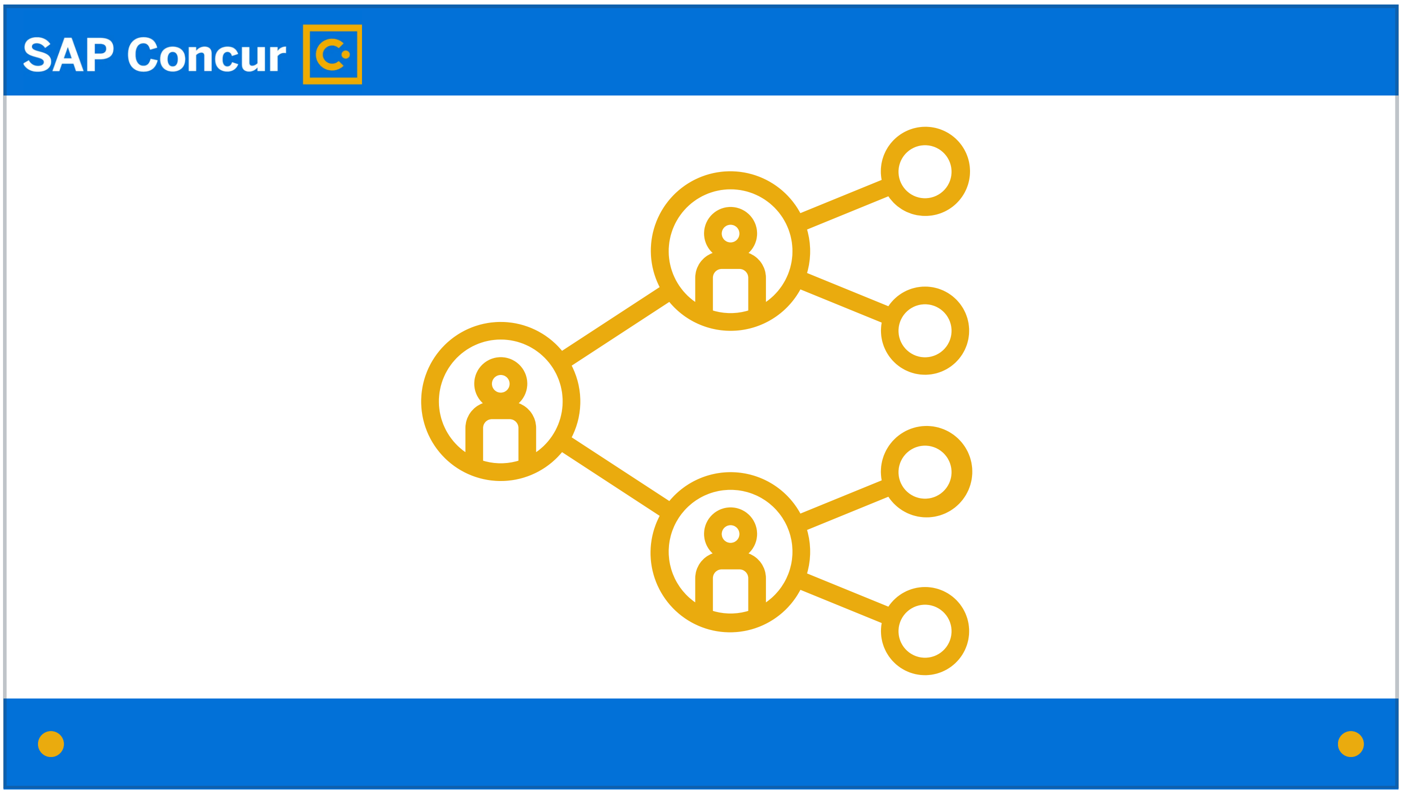
the review of data within submitted requests



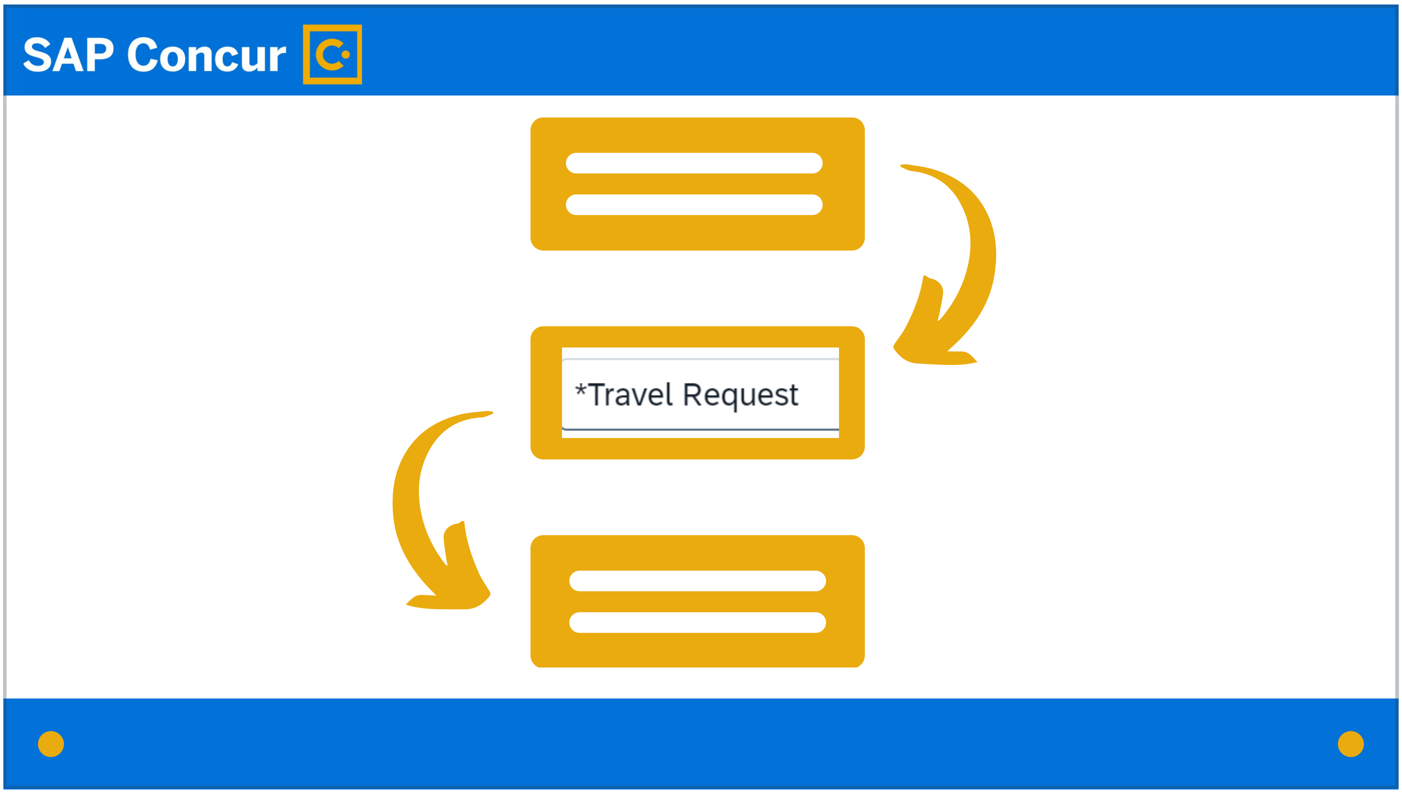
and the approval of those requests.



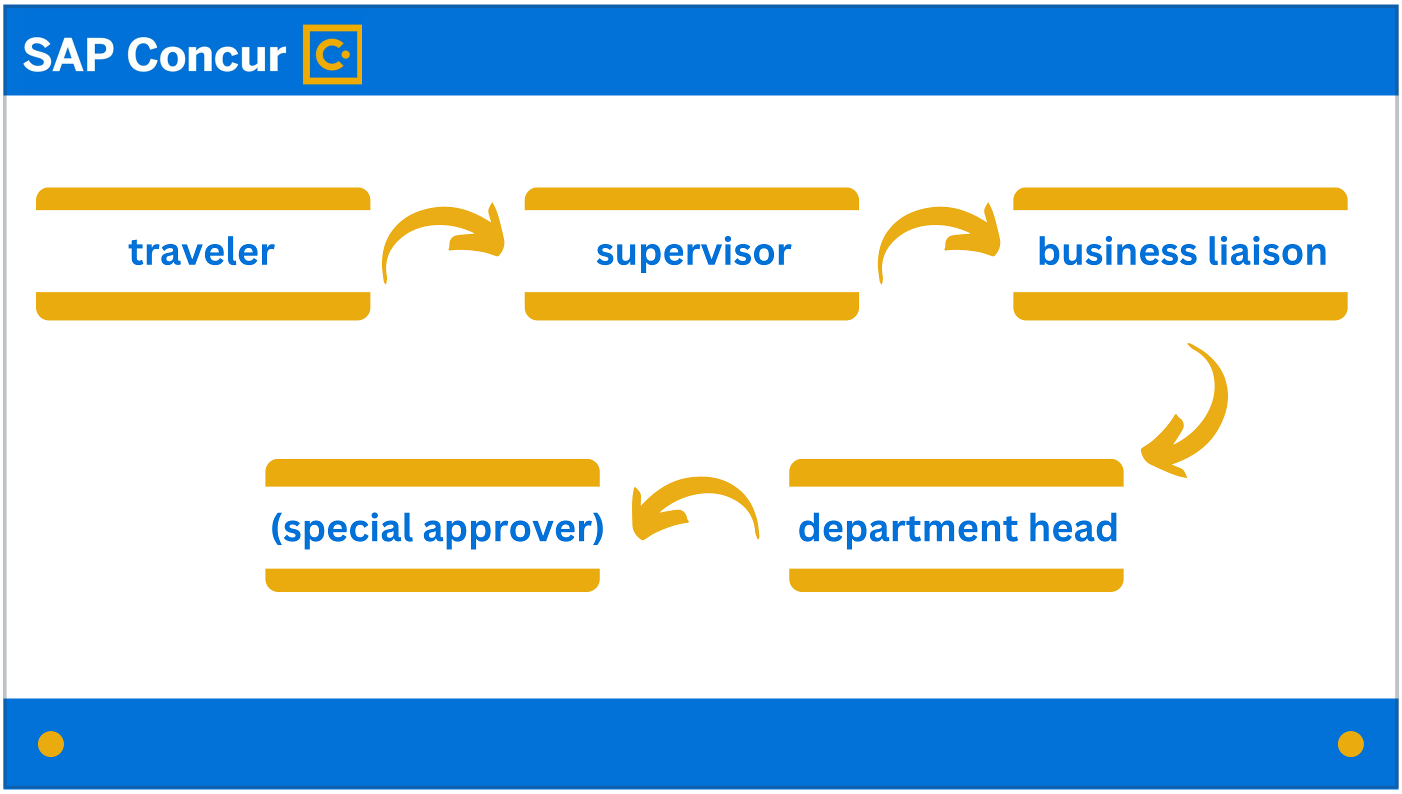
We will look first at the general workflow processes



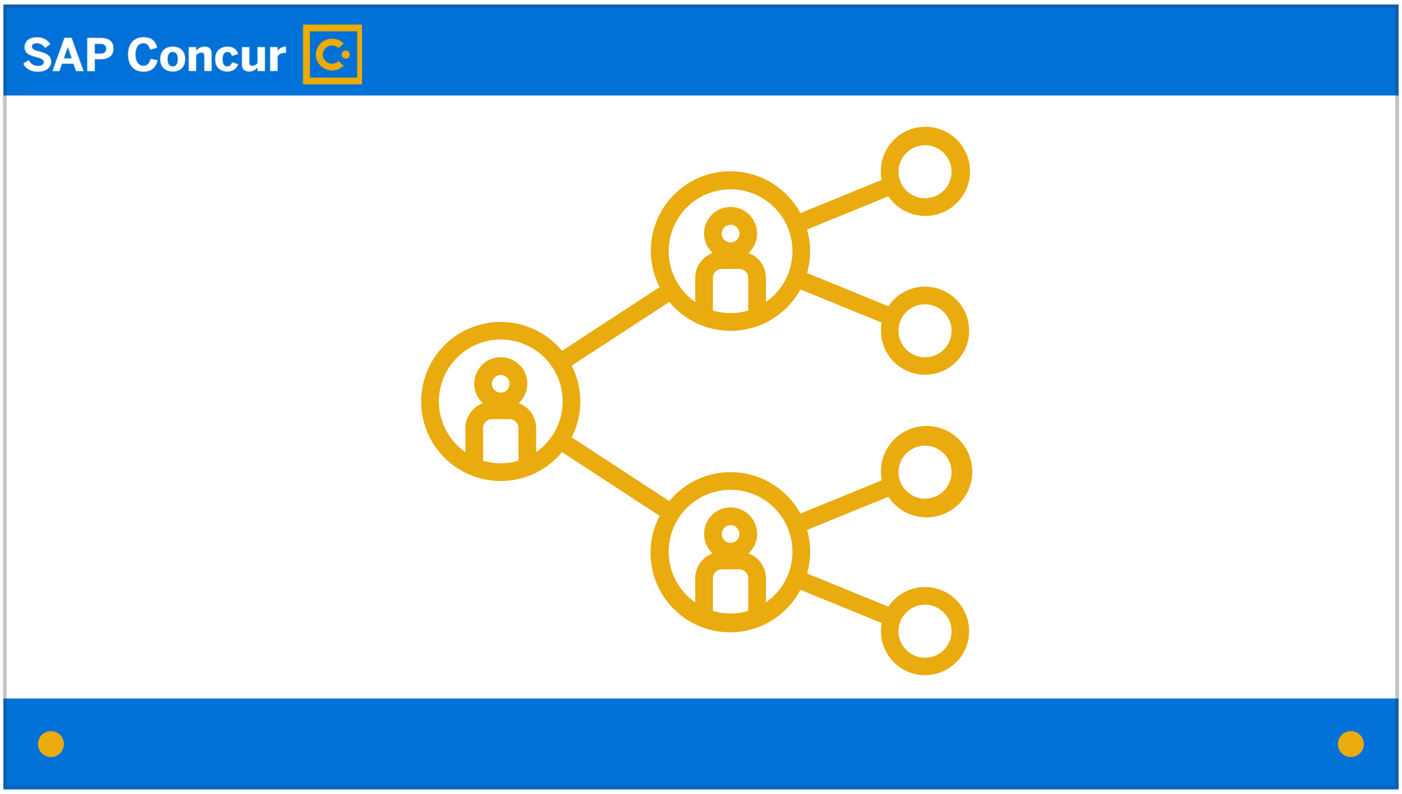
and then break down the responsibilities of each person in those processes.



For travel requests, the workflow steps are as follows:

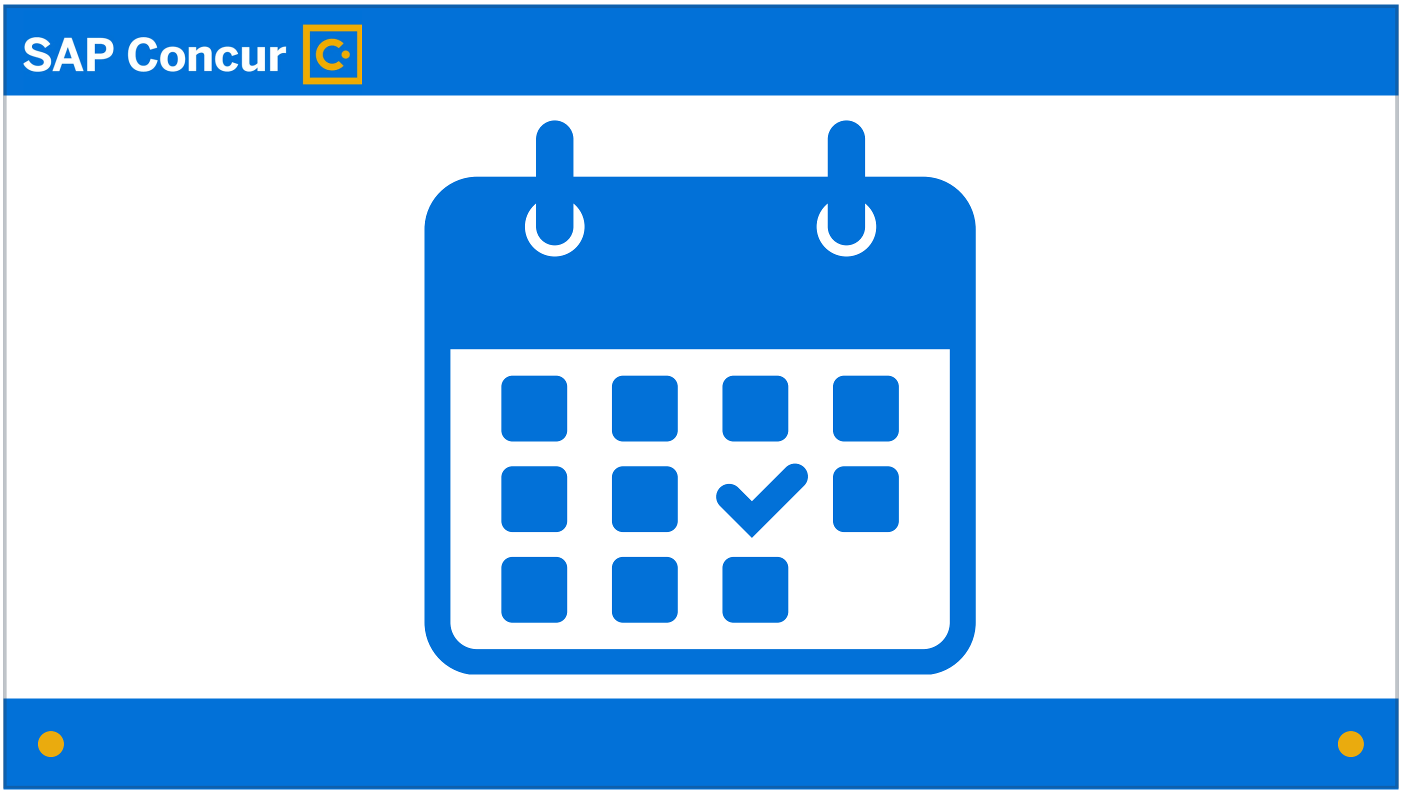


The traveler submits the request; it goes to the traveler's supervisor, then to the business liaison, then to the department head, and finally—if applicable—to a special approver (such as the international approver for international travel or the cash advance administrator for cash advance requests).



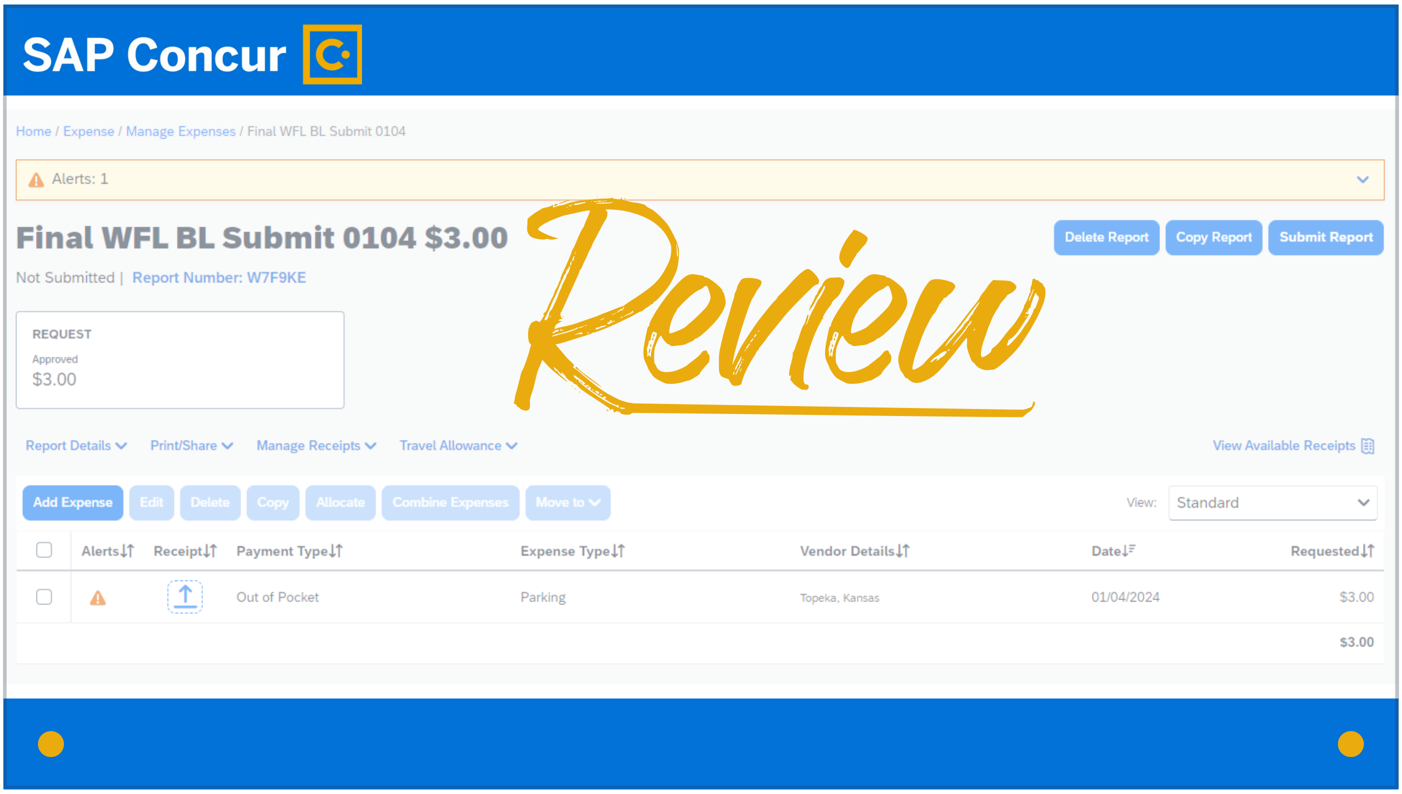
It’s important to understand next the role of each person in the workflow process.

The request workflow starts with the traveler’s supervisor.

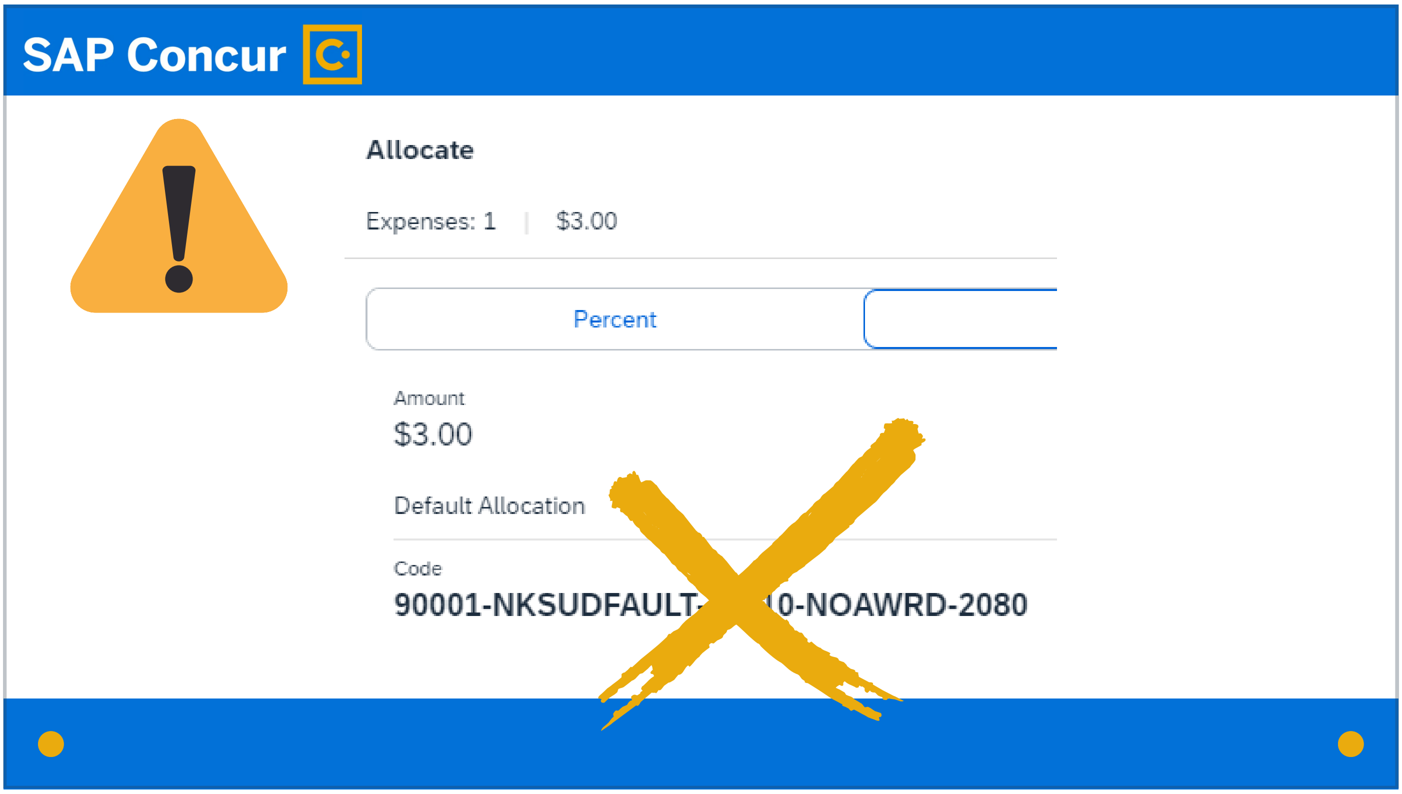


This person reviews the traveler's travel requests to approve the traveler's absence from the department during the time of travel.

Next in the workflow is the business liaison.

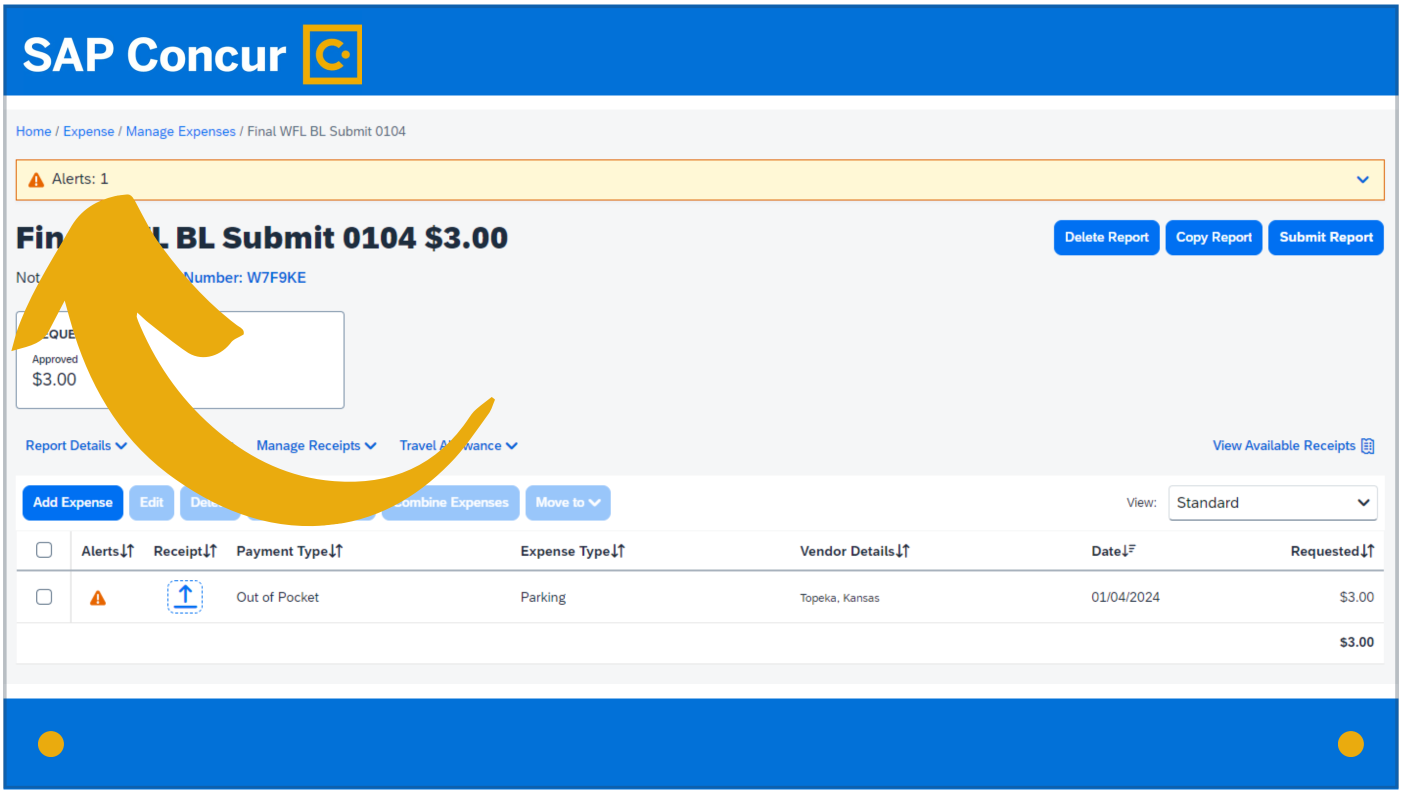


The business liaison workflow step is purposed for review. It is critical at this step for the business liaison to ensure that all financial data and documentation are correct.

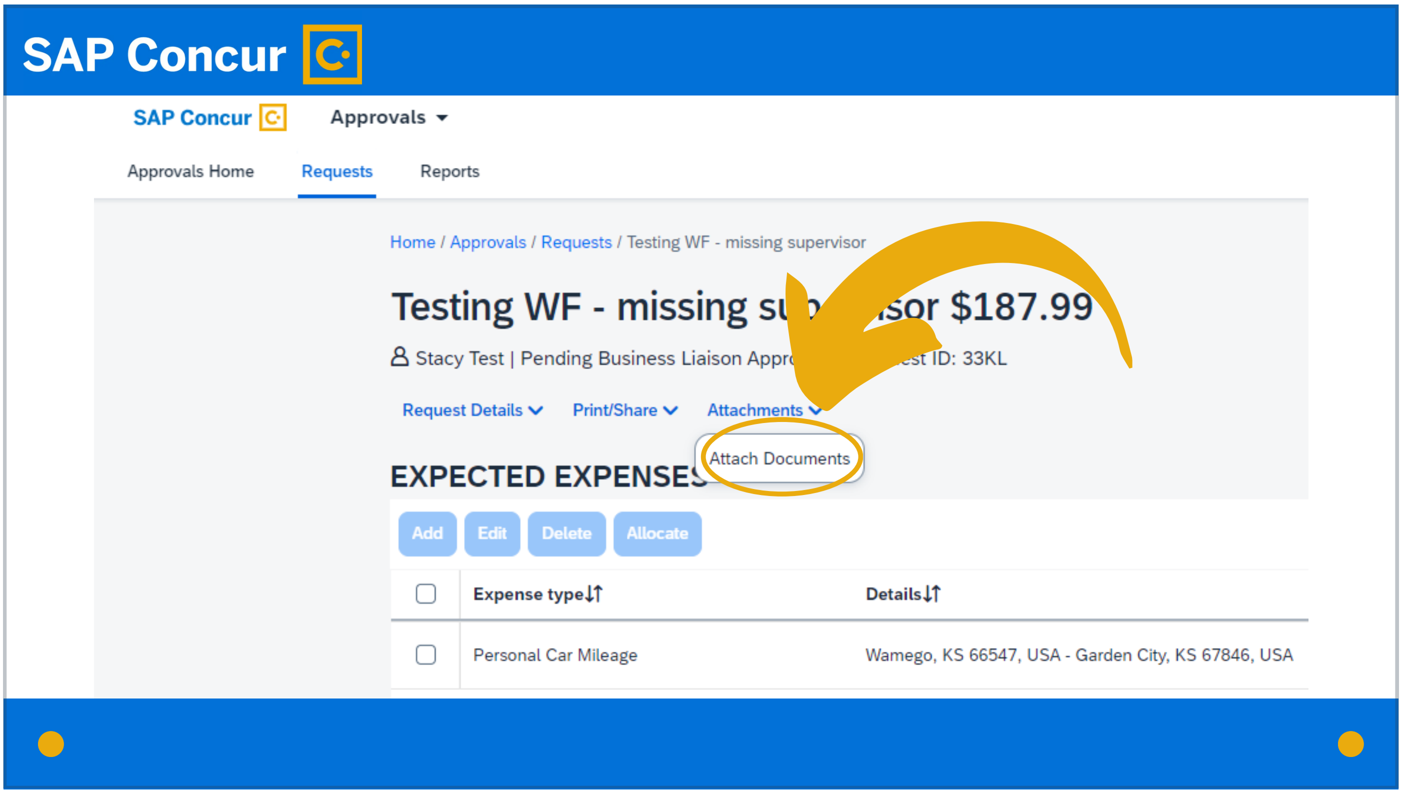


One of the most essential parts of this review, for travel requests, is checking the funding string allocation. All travel requests start out with default funding. If this default funding string is still set at the point of the business liaison's review, it should be changed to the funding string appropriate to the department and expense.

This is important because, if this funding string is not correct and the request gets sent back to the employee later in the workflow as a result, the return of the request to the employee requires the entire workflow process to start over.



The business liaison should also ensure that any other alerts or warnings on the request are resolved

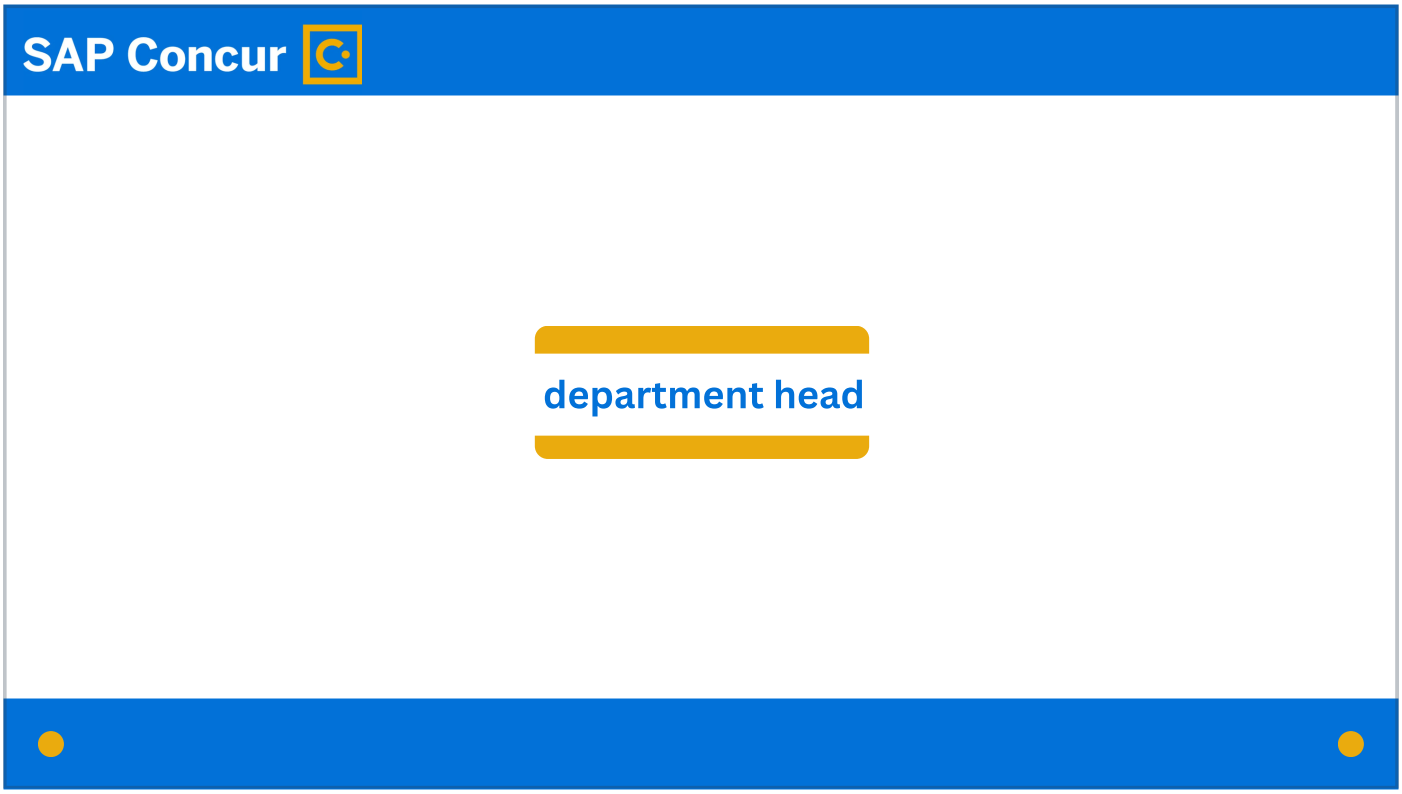


and that all documentation associated with the request is attached. If documentation is missing, either the business liaison or the employee can attach it. Documentation can be attached to a request at any time.

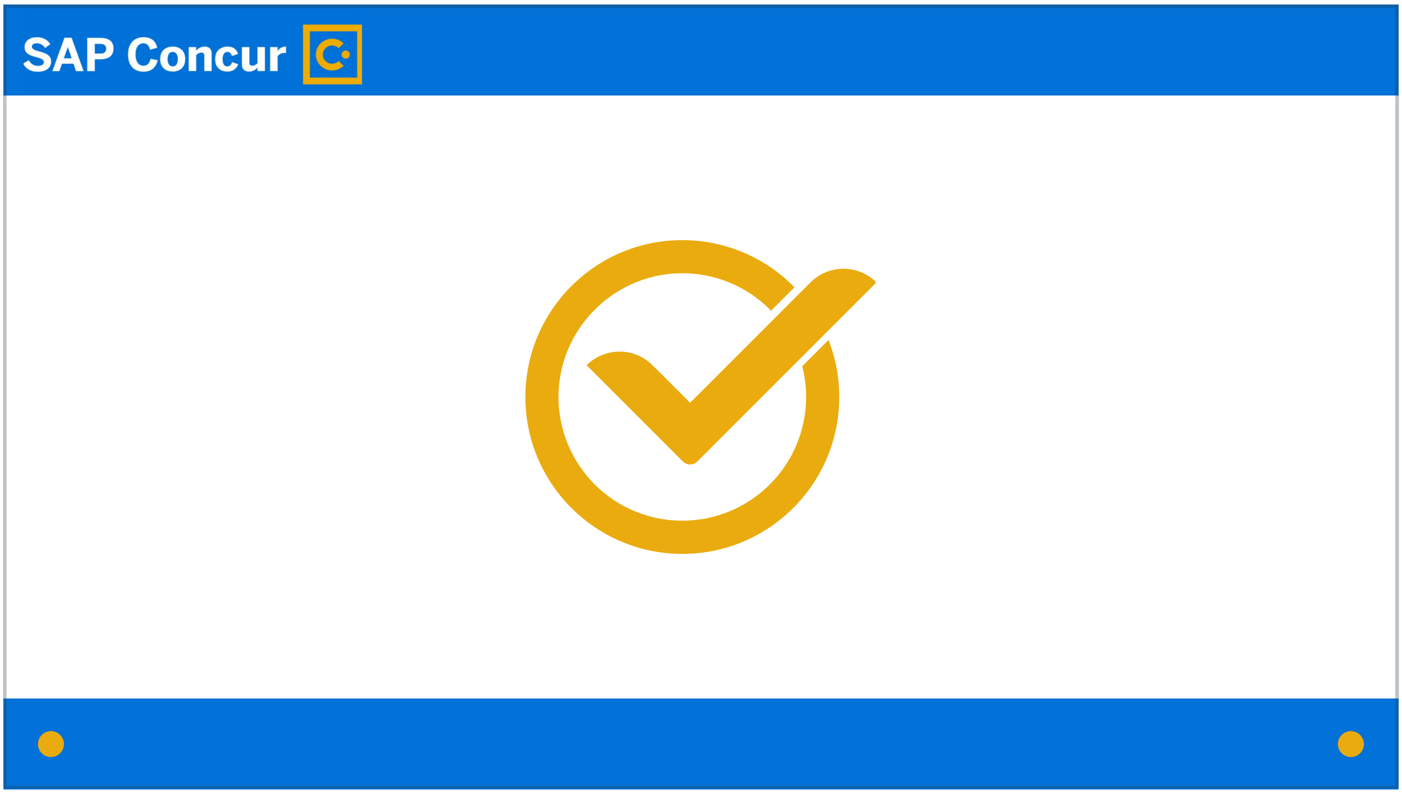
It is not necessary to send the request back to the employee for the attachment to be added. In fact, it is better if the request is not sent back, as—again—

this will cause the entire workflow to start over.

When the business liaison review is complete, the business liaison’s approval of the request confirms that all financial data and documentation are accurate.

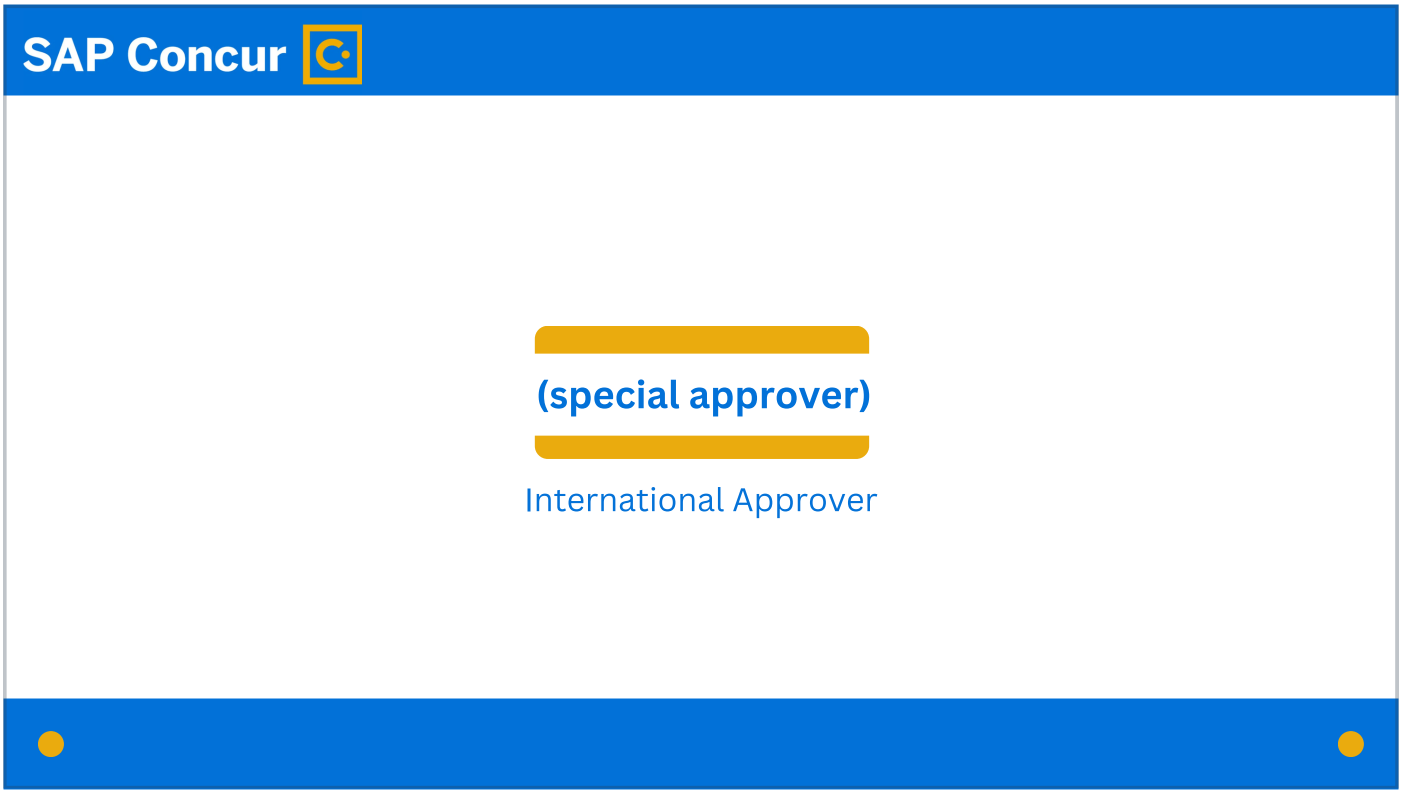


Looking next at the department head workflow step,

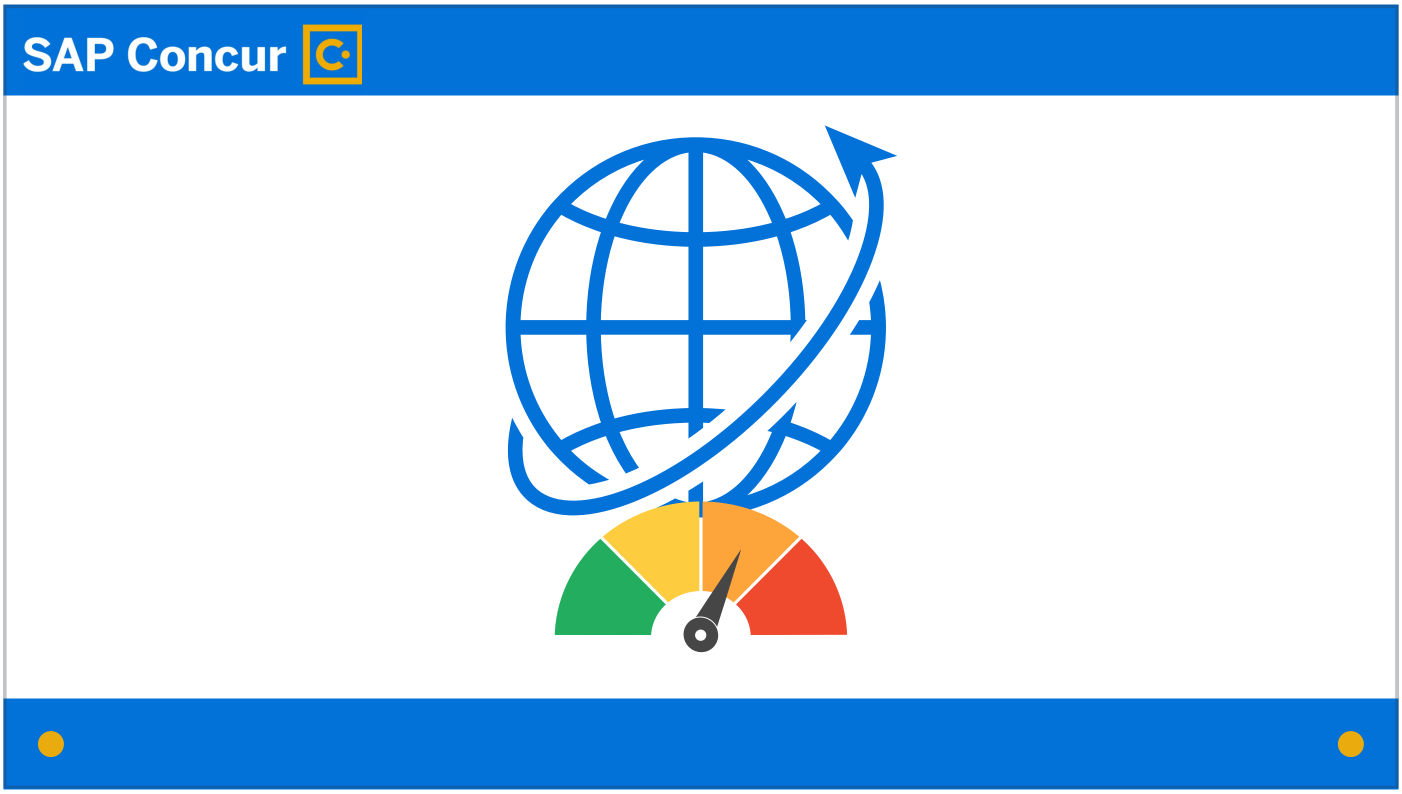


the department head is responsible for reviewing the request to make sure the expenses are allowable within and appropriate to the department. The department head’s approval at this point in the workflow indicates that the request is correct and sanctioned at the department level.

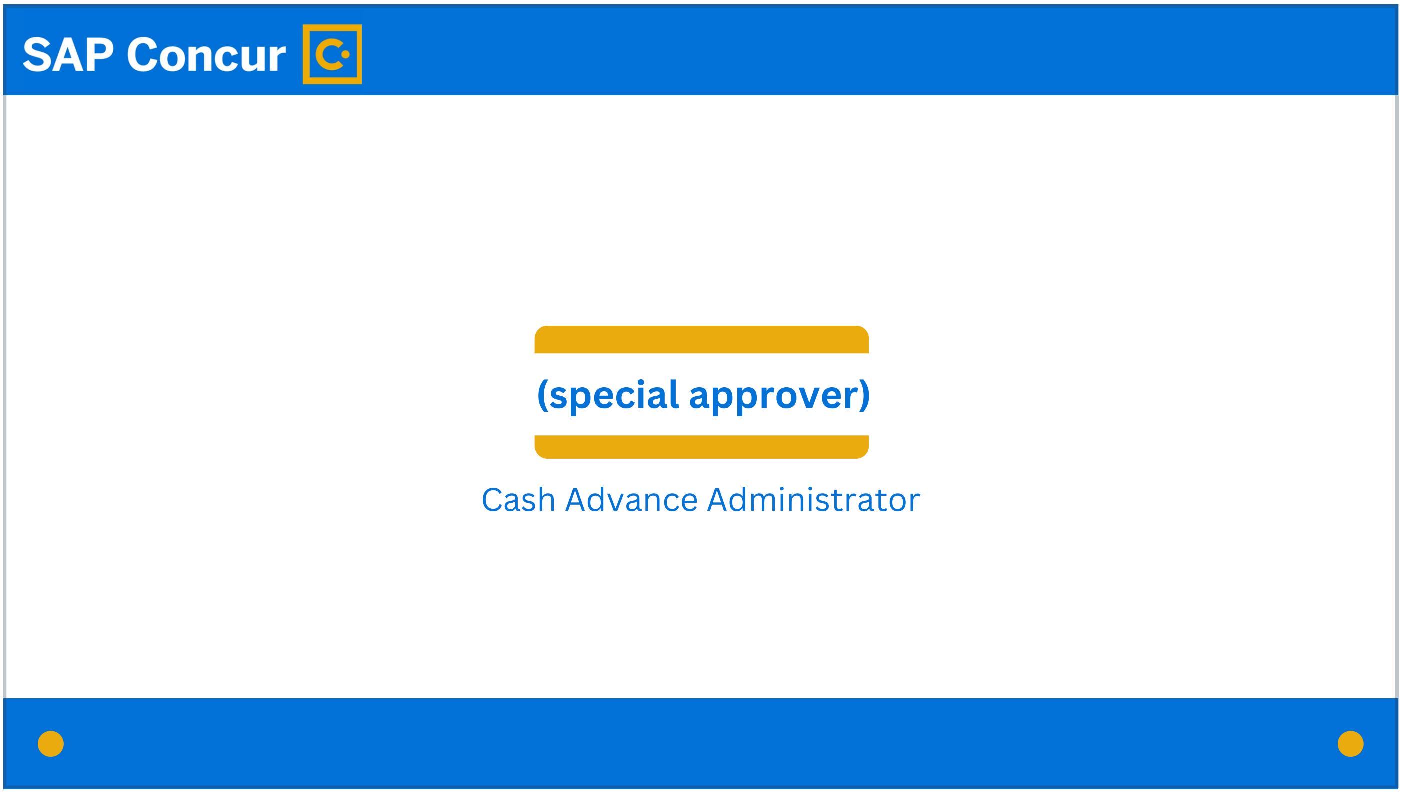
Following the department head approval, depending on the request in question, there may be special approvers. These approvers include



the international approver—

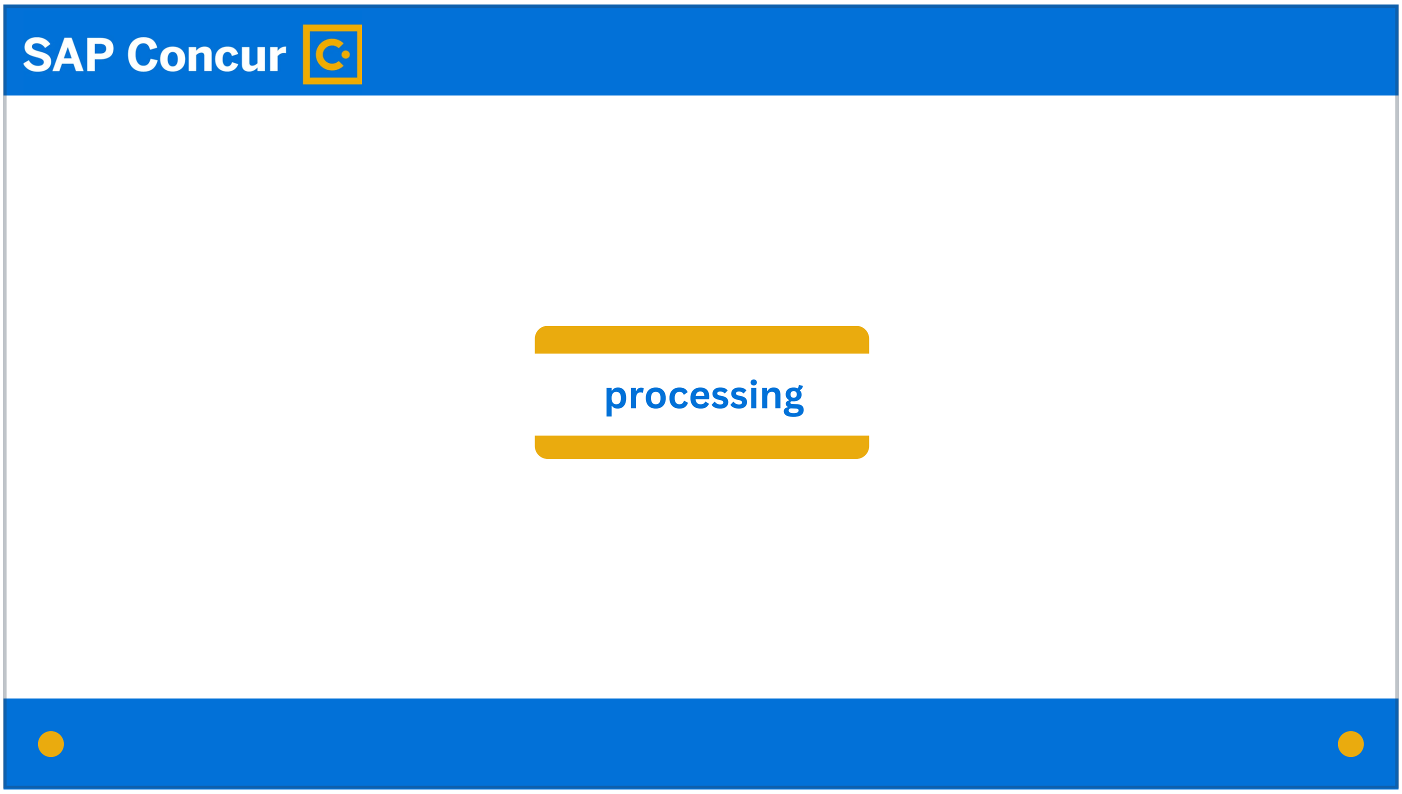


who ensures compliance requirements are met for international travel to locations ranked at a risk level of 3 or 4



and the cash advance administrator—

who reviews cash advance requests and handles the issuance of cash advances.



The cash advance administrator is a processing role. Again, it is essential that, by the time a request reaches processing, all data is correct.

If it is not and the processors have to return the request, the entire workflow process must start over.