Concur Connected Apps

**Purpose:** To take full advantage of the functionality in the Concur application, we recommend that you download two applications onto your smartphone or mobile device. These are optional, and provide convenience to users.

1. **Concur Mobile** allows a user to manage trips and expenses. Users can collect data for an Expense Report and submit it, or approve an employee’s Expense Report.
   - **ExpenseIt** is a built-in feature in Concur Mobile. ExpenseIt has the ability to create an expense line item and match the receipt. If a travel card is used, it will match the travel card transaction, as well.

2. **Tripit Pro** organizes travel plans putting all trip information in one place. The app provides users with updates during travel on things like gate changes, cancellations, etc., and provides the ability to select alternate flights when plans change or a flight has been cancelled. Family members can be provided visibility to travel plans by including them as part of the user’s ‘**inner circle**’. Consider it a personal travel assistant while on the road.

**Concur Mobile & Registration:**

Use this guide to set up your own mobile phone to capture receipts, submit expense reports, and address approvals.

1. Proceed to 1) **Profile**, 2) **Profile Settings**, 3) **Concur Mobile Registration**

2. Note your **Concur Username (FSUID@fsu.edu)** and create a **Concur Mobile PIN**
3. Download the Concur application to your phone (Note: If you’ve already downloaded the app, open it from your mobile device)

4. To protect your account, Concur Mobile will require a password or lock is used to unlock your mobile device if one is not already created.
5. Login to Concur via mobile device, using your **Concur Username** as seen in the initial mobile registration page and use the PIN you have set as your password

6. Click **OK**, to allow Concur to send Notifications concerning approvals, expenses, etc. can be customized later

**You are now registered for access to Concur Mobile.**

**Booking Travel with Concur Mobile**

In addition to monitoring and verifying current or past Travel Request (Requests) or Expense Report information, the Concur Mobile app can be used to find and confirm current or future travel.

**Note:** For Flight and Hotel reservations a method of payment is required before the reservation is booked. Please set up your method of payment (FSU T-Card and/or personal credit card) before attempting to book travel. FSU recommends using the University travel card for all travel related purchases. Refer to the “**Updating Your Profile**” section of the Concur User Essentials guide for instructions on page 5-6.

Start with the “Book” option from the mobile home screen or from “Trips” and using the blue plus sign option. Concur may ask to enable location services in order to provide updated data and options based on location. Please refer to our Concur Travel page for information on contacting World Travel Service for assistance and any associated fees.

Concur Travel - [https://controller.vpfa.fsu.edu/concur/travel](https://controller.vpfa.fsu.edu/concur/travel)

**Flight**

Select Book a Flight or Flight

1. Concur may default to One Way or Round Trip, select the option that matches your preferences
2. Provide Departure City and Arrival City
3. Provide Departure Date and Return Date
   a. Departure Time and Return Time will further define results, if no results are returned try to alter your dates or times.

4. You will be provided a Results Summary page to review options. The results may be grouped based on matching criteria. Clicking on the options will allow you to review the price and itinerary details for the selected choice.

   ![Results Summary Table]

   - **TLH to SEA**
     - Jun 7, 2019 - Jun 10, 2019
     - See All (163 results)
     - 1 Stop
     - **American Airlines**
       - 1 result
       - Starting $691.50
     - **Delta**
       - 12 results
     - Starting $1,087.74

   - See All 1 Stop (13 results)
   - 2 Stops
     - **American Airlines**
       - 103 results
       - Starting $590.70
     - **Delta**
       - 28 results
       - Starting $983.77

5. Review the Flight Detail to ensure the flight matches your expectations, confirm the method of payment, and click Reserve.

   ![Flight Detail]

   - **TLH to SEA**
     - Jun 7, 2019 - Jun 10, 2019
     - Departure
       - **Delta 2866**
         - TLH Fri 5:45AM - ATL Fri 6:49AM
         - 2h 51m Layover in ATL
     - **Delta 967**
       - ATL Fri 9:40AM - SEA Fri 11:56AM
       - 2h 16m / 2 Stops / Economy / (M)

   - Return
     - **Delta 1870**
       - SEA Mon 7:45AM - ATL Mon 3:36PM
       - 3h 7m Layover in ATL
     - **Delta 982**

Note: Using Reserve will place a hold on the flight and it should be processed by World Travel Service within 24 hrs. Air reservations cannot be cancelled in Concur Mobile. Please refer to our Concur Travel page for information on contacting...
World Travel Service for assistance and any associated fees.

Concur Travel - [https://controller.vpfa.fsu.edu/concur/travel](https://controller.vpfa.fsu.edu/concur/travel)

**Car**

Select Book a Car or Car

1. Provide Location (Mobile is limited to airports), Departure Dates and Times
2. Select Car Type “Compact” and Search. The University will only reimburse for the rental of compact size vehicles unless justification is provided detailing the necessity for a larger vehicle. [Policy]

3. Review available Car Choices (Options will be presented beginning with contracted vendors Enterprise/National). Note: Reimbursement for non-contracted vendors will require justification. [Policy]
4. Review the Car Details to ensure the car matches your expectations, confirm times, dates, rates, and click [Reserve].
Note: Using Reserve will place a hold on the car and it should be processed by World Travel Service within 24 hrs. Car reservations can be cancelled by accessing your car segment and clicking “Cancel Car” in the bottom left corner.

Hotel

Select Book a Hotel or Hotel
1. Using Destination Check-in, Check-out, and Distance as criteria, press “Search”
2. Evaluate available options for Hotels, data can be filtered or sorted based on preferences and available options
3. Review details on hotel booking to ensure room Cancelation Policy and Rate Details match expectations and the requirements are applicable to your situation
4. Confirm Method of Payment and Reserve Room

Note: Using Reserve Room will place a hold on the selected option and it should be processed by World Travel Service within 24 hrs. Room is not confirmed until you receive confirmation of the reservation. Hotel reservations can be cancelled by accessing your hotel segment and clicking “Cancel Hotel” in the bottom left corner. Please note that if a hotel reservation is cancelled on the Concur Mobile app an email will not be generated.

Using ExpenseIt

The ExpenseIt feature allows for seamless integration with your expenses listed on your Concur profile. With it you are able to scan and upload receipts on-the-go allowing for reduced time and effort in managing receipts after travel has concluded.
Get Started

1. Download the Concur Mobile app from iTunes or Google Play (if already downloaded, ensure you have the latest version)
2. Sign in to the Concur Mobile app by providing your username and pin as defined during Concur Mobile Registration
3. Take photos of your receipts directly from the Concur mobile app
   a. For digital receipts, just forward your emails to receipts@concur.com
      i. Email address forwarding receipts must be a verified email address in Concur. Refer to the “Updating Your Profile” section of the Concur User Essentials guide for instructions on page 4

Upload Options

Note: See Concur Mobile Registration for directions to install the Concur application on a mobile device. This must be done before receipt images can be uploaded from a cell phone or other mobile device.

- There are three options in Concur Mobile when you go to “Expenses” and click on the blue plus sign. (See screenshot)

  - **Expenselt** – Uses Optical Character Recognition (OCR) to turn images of paper receipts into an expense that can be modified on the expense report (ER). Works well for out-of-pocket expenses. Information captured using this can be modified either from the “Expenses” area on the mobile app, or once you add the expense to an ER.
  - **Create Manual Expense** – Useful for creating an expense manually while traveling but not ideal since it requires a lot of manual entry on the phone. *(Does not count as a receipt)*
  - **Upload Receipt** – This is the best option for including pictures of things like conference agendas, copies of online transactions, digital or handwritten notes, etc.

Q: What happens if I am not seeing this feature within my application?
A: In some unique cases, you may have to turn on Expenselt within Concur Mobile. To do so in the Concur Mobile app: select the menu, choose ‘settings’, and then turn on or off (then on) the toggle for Expenselt (example below). If you still have issues after taking this step, please reach out to our team using the following contact methods below.
Tripit Pro:
On the Concur home page, under Alerts, you will see a message regarding eligibility for a free Tripit Pro subscription from time to time. Click Connect to Tripit

Note: Tripit can also be initialized by proceeding to 1) Profile, 2) Profile Settings 3) Connected Apps

1. Enter your “@fsu.edu” email address, and a password. This password should be different from your University account password. (Tripit passwords are not managed by the University; protect your account by using a different password)
2. Tripit will send a verification email to your @fsu.edu email address. Click the link in the email to verify the account.
3. Click **Verify Email**.
4. Install Tripit from your device application store.
5. Open Tripit
6. Login with your previously created and verified username and password

Note: Tripit users can forward confirmation emails to plans@concur.com from any **verified email address** and can view itinerary information from Tripit while traveling for status updates, gate changes, and more. You can add additional email addresses by going to **Profile > Profile Settings > Personal Information > Email Addresses**.

Additional information on Tripit can be found at the following site: [http://www.concurtraining.com/triplink/end_user](http://www.concurtraining.com/triplink/end_user)

**Forgot Your Mobile Pin?**

If you forget your mobile PIN there is a link under **Other Settings** in your **Profile Settings**

If you cannot login to Concur Mobile and you do not see the “Forgot Concur Mobile PIN”, you need to follow the instructions for [Concur Mobile Registration](http://www.concurtraining.com/pr/mobile).

**For Device Specific Information**

Please see [http://www.concurtraining.com/pr/mobile](http://www.concurtraining.com/pr/mobile)

For all other questions, send your emails to Travel@fsu.edu for further assistance and troubleshooting.