



Business Matters @ Sac State

Topic: Concur Booking Process Change – Effective: December 6th, 2019

DATE: December 5, 2019

TO: Campus Business Partners, Deans, Associate Deans, Department Chairs, Directors, and Managers

FROM: Daljit Khangura, Director of Accounts Payable & Travel

Dear Concur Travelers,

We heard you when you said that booking through Concur didn't offer the flexibility you need, so we are breaking the Request and Travel Integration. Here's what this means to you:

BENEFITS

You gain more flexibility. The benefit of breaking the request/travel integration means you will be able to book segments at different times— so you can purchase airfare now and the hotel later. Also, once you've booked travel through Concur, you will be able to make modifications to your trip afterwards.

PROCESS CHANGE

The new process change simply means the traveler will be able to book directly through Concur's "Travel" tab, whereas the old process required the traveler to book their trip using the "Request" tab. Our [Booking Guide](#) provides the step-by-step process. We still advise you to wait for an approved Request before booking any travel. (This process change will not affect the Request or Expense process.)

TIMELINE

The goal is to have the integration break by December 9. We expect Concur to be offline for one day while we make this transition. By December 6th, we will work with you to clear anything in the Request workflow: that's anything pending approval, or pending online booking. If you're able to postpone requesting a future trip until after the integration break, please hold off until you receive confirmation.

Thank you for your feedback and patience while transitioning to this new travel management system.

Contact Information:

If you have any questions or concerns about this notice, please contact Accounts Payable & Travel, sacstatetravel@csus.edu, ext. 86476.

Financial Services and Budget Planning & Administration

Administration and Business Affairs Families

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