



Business Matters @ Sac State

Topic: Concur Reminder for Pending Items – Effective: December 6th, 2019

DATE: December 6, 2019

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

FROM: Daljit Khangura, Director of Accounts Payable & Travel

RE: Concur Reminder for Pending Items

As a follow-up to the memo we sent on Thursday, December 5th, Concur will be offline beginning today at 12:00 PM through Monday, December 9th, and return to its normal functionality on Tuesday, December 10th.

Before Concur goes offline, we need to clear the Request workflow of any pending approvals or pending online bookings.

To learn if you're affected, you can check the status of your trip in Request. If the status reads "Pending Cost Object Approval," "Pending 'Reports To' Approval2," or "Pending On-line Booking" then you need to take action:

1. Pending Cost Object Approval: This will need to be approved by the Cost Object Approver and your Administrator by 11:00 AM TODAY. If this approval results in a Pending on-line Booking status, please see number 3, below.
2. Pending 'Reports To' Approval2: Your Administrator must approve by 11:00 AM TODAY. If this approval results in a Pending On-line Booking status, please see number 3, below.
3. Pending On-line Booking: This must be booked by 11:00 AM TODAY, December 6th. Alternatively, if you plan to book outside of Concur or have already made travel arrangement please email Sarah David: sacstatetravel@csus.edu with your Request ID # so we may push the request past the booking stage. This will avoid your request having to be re-approved.

Any travel left in the Request workflow will be sent back to the traveler, and re-submitted by our office on Tuesday, December 10th. We will approve the Request up to where it was last approved. We will notify you directly if this affects you.

Thank you for your feedback and patience while transitioning to this improvement to the 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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Bursar's Office – Procurement & Contract Services - Shipping, Receiving & Property Management – Hornet Ticket Office