

SAP Concur Is Now Live – Resources, Training, and Ongoing Support

1 message

Thu, Aug 6, 2026 at 9:00 AM



Dear Campus Community,

As of **August 1**, **SAP Concur** is now the university's official system for travel, expense reimbursements, and Payment Card Expense (ProCard and/or Travel Card) management. Thank you to everyone across campus for your partnership and patience as we completed this important transition.

As you begin using Concur, we encourage you to take advantage of the resources and support available to help you become familiar with the new processes and the new [CSU Payment Card Policy](#). Check out the training course on Payment Cards provided via [CSU Learn](#).

New Resources Available in the Concur Toolkit

The [SJSU Concur Toolkit](#) has been expanded with new resources to support faculty, staff, delegates, approvers, and cardholders, including:

- Quick Reference Guides for common Concur transactions
- Short instructional videos demonstrating key Concur processes and workflows
- Updated guidance on the CSU Payment Card Policy
- Process documentation and job aids
- Frequently Asked Questions (FAQs)
- Training recordings and additional resources as they become available

SJSU Concur Toolkit

We encourage you to bookmark the site, as new guides, videos, and support materials will continue to be added throughout the implementation.

Continue Learning with Live Training

Whether you're submitting your first travel request, reconciling Payment Card transactions, or approving expenses, our live training sessions provide an opportunity to see Concur in action, ask questions, and receive guidance from the implementation team.

If you prefer to learn at your own pace, you can also access the [on-demand instructional videos](#) available in the Concur Toolkit. These videos provide step-by-step demonstrations of common tasks and can be viewed anytime.

Training opportunities continue through **September** and follow this weekly schedule:

- **Mondays | 2–3 p.m.** – Concur Training Sessions
- **Wednesdays | 11 a.m.–12 p.m.** – Open Labs
- **Fridays | 2–3 p.m.** – Office Hours

Meeting links and the latest training schedule are available in the [SJSU Concur Toolkit](#).

Need Assistance?

If you have questions or need assistance, we're here to help.

- [Concur Toolkit](#)
- Email FinanceConnect: financeconnect+concur@sjsu.edu
- Email Travel Support: travel+concur@sjsu.edu

Thank you again for your continued partnership as we modernize and streamline the university's travel, expense, and Payment Card processes. We appreciate your engagement and look forward to supporting you throughout your Concur journey.

Warm Regards,

Sara Bonakdar

Associate Vice President, Strategic Business Services

Kim Gamblin

Director, Procurement and Support Services

Janet Sundrud

Interim Assistant Director, Finance Support and Innovation

Note: this message is being sent to SJSU employees (faculty and staff) outside the regular [SpartanMessenger](#) cadence, in compliance with CSU-required campus notification of a new systemwide tool. Any and all non-urgent and routine email communications to employees must still be [submitted to SpartanMessenger](#). Non-urgent news to students may be sent through the [Sammy app](#) and/or email. [Get the latest campus safety updates](#).

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