



Dear Campus Community,

Concur will soon become the university's new system for travel authorization, booking, and expense reimbursement. While the overall travel process remains familiar, Concur introduces new tools that make it easier to plan trips, manage receipts, and submit reimbursements. Travelers will be empowered to book travel on their own using the [Concur website](#) or [mobile app](#).

The Three-Step Travel Process

1. Submit a Travel Request

Before making travel arrangements or incurring expenses, travelers must submit a Travel Request in Concur.

- Enter basic trip information.
- Use the AI Estimate Generator to estimate costs.
- Obtain required approvals from your manager and Delegation of Authority (DOA) approvers.

2. Book Your Travel

Travelers can choose from several booking and payment methods depending on their needs (details below).

3. Complete an Expense Report

After travel is complete:

- Create an Expense Report directly from your approved Travel Request.
- Review and submit all travel expenses.
- Attach any required receipts. Obtain
- final approvals.

When using Concur-integrated booking methods, many receipts and expenses are automatically loaded into Concur, reducing manual data entry.

Which Travel Booking Option Is Right for You?

Important Update: Effective with the transition to the new system, department administrators and analysts will no longer have the ability to utilize their travel cards to arrange travel bookings for other staff members.

Moving forward, travelers will have three options to book travel on their own:

1. Concur Travel Card

Best for eligible frequent travelers who want automated expense syncing and minimal out-of-pocket costs. Don't need a Travel Card anymore? Please reach out to travel@sjsu.edu to cancel your Travel Card.

2. Christopherson Travel Agency

Available to all employees and ideal for travelers seeking booking assistance, direct billing, group travel support, or complex itineraries.




3. Personal Credit Card

Provides flexibility but requires manual receipt management and reimbursement processing. Travelers assume personal financial responsibility for charges if a trip is canceled.

Here are some handy infographics for your ease of reference:




Choosing Your **Concur Travel** Booking Method




Compare three distinct ways to book university travel: using a dedicated employee Travel Card, booking through the Christopherson Travel Agency, or paying out-of-pocket with personal cards, each with varying impacts on expense reporting and personal financial liability.




Concur Travel Cards: Automated & Integrated	Christopherson Travel Agency: Support & Direct Billing	Personal Card Booking: Offers Flexibility with Higher Manual Effort
 <p>Directly linked to university accounts</p> <p>Best for frequent travelers (5+ trips/year) who want automatic expense syncing.</p> <p>Traveler Use Only: Travel cards must be used by the traveler, not a department administrator.</p>	 <p>Offers agent assistance and direct university billing for most travel expenses.</p> <p>Fees: \$7 (online) to \$36 (full service)</p> <p>The mobile app is convenient and has competitive rates. Utilizes Global Distribution Systems for real-time booking information.</p>	 <p>Allows booking outside official channels but requires manual receipt uploads.</p> <p>Financial Risk & Liability: Travelers are personally liable for expenses if a trip is cancelled.</p> <p>Delayed Reimbursement: Requires incurring out-of-pocket costs and waiting for the reimbursement process.</p>
Key Pros <ul style="list-style-type: none">✓ Fewer out-of-pocket expenses	Key Pros <ul style="list-style-type: none">✓ Real-time global fares & agent help	Key Pros <ul style="list-style-type: none">✓ Serves as a backup payment method
Key Cons <ul style="list-style-type: none">✗ Not available to every traveler	Key Cons <ul style="list-style-type: none">✗ Can't direct bill for hotels	Key Cons <ul style="list-style-type: none">✗ Significant administrative burden and wait times




QUICK COMPARISON SNAPSHOT

	OUT-OF-POCKET COST
Travel Card	Minimal  ✓
Travel Agency	Minimal  ✓
Personal Card	High (Reimbursed) 

	BOOKING LIMIT
Travel Card	Employee Only 
Travel Agency	Flexible 
Personal Card	Employee Only 

	DATA SYNCING
Travel Card	Automatic 
Travel Agency	Automatic 
Personal Card	Manual 



Additional Information

Delegates may continue assisting travelers with travel-related activities in Concur.

Training opportunities, job aids, and additional implementation resources will be shared prior to go-live. Check out our resources and project website for more information.

[Concur Project Website](#)

[FABS Fiscal Year Calendar/Concur Training Calendar](#)

[What You Need to Know - Travel Booking](#)

[Concur Toolkit](#)

Questions and Support

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Modify My Travel with Christopherson:

- **Phone:** (800) 600-3737
- **Email:** trips@cbtravel.com

Thank you for your partnership as we transition to Concur and modernize the university's travel and expense processes.

Warm Regards,

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