

The University’s travel platform, [Concur](#), provides employees a streamlined experience to manage all aspects of travel from requests to submitting expense reports. The opportunities below provide different learning pathways through live or recorded instructor-led sessions and Concur provided documents and task-based video. **NOTE:** Concur materials are provided as technical reference and may include features that are not available in our environment. Please see the [instructor-led training](#) or the Travel knowledge base (FAQ), travelFAQ.tennessee.edu, for UT-specific features and processes.

Complete Curriculum

Approvers (approver, preview approver, substitute approver or authorized approver)

Introduction to the Concur travel platform and prepare all levels of approvers, including preview approvers, with the technical skills to evaluate, approve or return requests to travel, card requests, and expense reports. This prepared curriculum blends Concur provided materials (C) with instructor-led training and UT-specific knowledge base material (FAQ). 1+ hour to complete all sessions.

Learn the Basics	Related Topics
<p>Access Concur: https://travel.tennessee.edu</p> <p>University Policy: FI0705 – Travel Policy and Procedure, and FI0531 – Travel Cards *</p> <p>Traveling for the University *</p> <p>Exceptions to Policy. What they are and are not. *</p> <p>Basics for Approvers & Preview Approvers *</p> <ul style="list-style-type: none"> • Approving a Request to Travel FAQ • Approving Travel and Procurement Cards FAQ • Approving an Expense Report (C) <ul style="list-style-type: none"> ○ Sending Back an Expense Report (C) • Approval Pathways FAQ <ul style="list-style-type: none"> ○ Add an Approval Step FAQ • Viewing Approved Requests/Reports FAQ • Creating an Approval Delegate or Preview Approver FAQ • Preview Approver FAQ • Substitute or Authorized Approvers FAQ 	<p>Authorized Approvers *</p> <ul style="list-style-type: none"> • Authorized Approvers FAQ <p>Defining Cost Object Approvers, Approval Delegates and Preview Approvers FAQ</p> <p>Determining My Department’s Cost Object Approver FAQ</p> <p>Setting Direct Managers FAQ</p> <p>Reporting for Managers</p> <p>SAP Concur Mobile FAQ</p> <ul style="list-style-type: none"> • Approving and Expense Report Using Concur Mobile (C)

Start Here Recommendations

Look for titles with an asterisk (*) to get started.

Travel Listserv

[Subscribe](#) to the new travel listserv that to receive information on system changes, training opportunities and traveler tips.

Assistance

Browse for answers to most frequently asked questions in the [UT Travel knowledge base](#).

Need help? Contact the UT Travel Support Team, travel@tennessee.edu.

Have specific training needs? Contact the UT Travel Support Team at travel@tennessee.edu if you have questions or would like to request custom training.

Travel Entry (traveler or delegate)

Focused on individuals tasked with managing their own travel or travel on behalf of faculty, staff, students, and guests, this prepared curriculum blends Concur provided materials (C) with instructor-led training and UT-specific knowledge base material (FAQ). 3+ hours to complete all sessions.

Learn the Basics	Request to Travel	Booking Travel	Submitting Expenses
<p>Access Concur: https://travel.tennessee.edu</p> <p>University Policy: FI0705 – Travel Policy and Procedure, & FI0531 – Travel Cards *</p> <p>Concur System Status & Change Center</p> <p>Traveling for the University * Exceptions to Policy. *</p> <p>Profile Refinement FAQ</p> <ul style="list-style-type: none"> Creating Request/Expense Delegate FAQ Setting a Travel Assistant/Arranger FAQ <p>Acting as a Delegate FAQ</p>	<p>Essentials for Requesting to Travel *</p> <ul style="list-style-type: none"> Domestic Travel Creating a Request FAQ Multiple Destinations FAQ International Travel International SOS (ISOS) Conference Travel (FAQ) Requesting and Managing Cash Advances (FAQ) Attaching Documents FAQ Approval Pathway FAQ <ul style="list-style-type: none"> Determining Cost Object Approver FAQ Setting a Direct Manager FAQ <p>Group Travel</p> <ul style="list-style-type: none"> Event Request FAQ 	<p>Booking Travel with World Travel *</p> <ul style="list-style-type: none"> Booking Travel with World Travel & Concur FAQ * Returning To Travel Guide FAQ Booking Travel for Others FAQ <p>World Travel Support blueteam@worldtrav.com any travel question, 8 am – 5 pm est.</p> <p>online@worldtrav.com Concur Travel module question, 8 am – 5 pm est. (877) 210-8189 anytime.</p> <p>(865) 777-1680 International or after hours Collect calls accepted.</p>	<p>Essentials for Submitting Expenses*</p> <ul style="list-style-type: none"> Travel Allowance FAQ (Meals FAQ) Resolving Travel Allowance Alerts Claiming Meals & Lodging Per Diem FAQ Car Mileage Expense FAQ <p>Advanced Expenses</p> <ul style="list-style-type: none"> Allocating Expenses (FAQ) Attaching Documents FAQ Resolving Lodging Alerts (FAQ) Fraudulent/Disputed Charges FAQ Missing Receipt Declaration FAQ Negative Adjustment to Total FAQ Adding Attendees (C) Domestic Travel & One-day Travel FAQ International Travel & ISOS (FAQ) Conference Travel (FAQ) International Transaction Fees (C) Group Travel
Related Topics	Travel and Procurement Card Request		
<p>SAP Concur Mobile FAQ</p> <ul style="list-style-type: none"> Uber Connection FAQ TripIT Connection FAQ <p>Financial Information</p> <ul style="list-style-type: none"> International Travel Procedures Per Diem Rates Accounting Terms & GL Accounts 	<p>Travel Card Overview *</p> <ul style="list-style-type: none"> Travel Card Request FAQ <ul style="list-style-type: none"> Travel Card Training Procurement Card Training Download K@TE Completion Certificate <p>Travel Card Troubleshooting</p> <p>Travel Card Transaction Management</p>		<p>Centrally Held Cardholder How-To</p> <ul style="list-style-type: none"> Centrally Held Travel Cards FAQ <p>Guest Travelers</p> <ul style="list-style-type: none"> Processing Guests & Their Travel FAQ Using the Hire a Friend/Pending Employee/Guest Traveler E-Form