

## Emails

This guide will explain the reason for **Emails** from Concur, their frequency and what action is required to stop the **Email** reminders.

### Email Notifications

1. **Email** notifications will be sent automatically from Concur to a **traveler** and **delegates** when one of the following actions occurs:
  - a. A trip booked in Concur is **cancelled**.
  - b. A request is **returned** by an approver.
  - c. An expense report is **returned** by an approver or the Travel office.
  - d. An expense report is **fully approved** and payment can be expected within 3-5 business days.
2. **Email** notifications will be sent automatically from Concur to an **approver** and **delegates** when one of the following actions occurs:
  - a. A request is awaiting **approval**.
  - b. An expense report is awaiting **approval**.
  - c. An expense report has been awaiting approval for more than **7 days**.
  - d. A request or expense report has been **recalled** by the traveler.

### Email Reminders

3. **Email** reminders will be sent automatically from Concur when one of the following items is outstanding:
  - a. **Overdue Travel Card Transactions**
    - i. **Concur Alert - 15 Days**. Travel Card charges have been posted in Concur for **15 days** and have not been assigned to an expense report. This reminder will be sent to the **traveler** and **delegates** every **5 days** until action is taken. **Move** pending card charges to an expense report to stop the reminder.
    - ii. **Concur Alert - 30 Days**. Travel Card charges have been posted in Concur for **30 days** and have not been assigned to an expense report. This reminder will be sent to the **traveler**, **approver** and **delegates** every **3 days** until action is taken. **Move** pending card charges to an expense report to stop the reminder.
    - iii. **Concur Alert - 60 Days**. Travel Card charges have been posted in Concur for **60 days** and have not been assigned to an expense report. This reminder will be sent to the **traveler**, **approver** and **delegates** every **3 days** until action is taken. **Move** pending card charges to an expense report to stop the reminder.

## Emails

- iv. **Concur Alert - 90 Days.** Travel Card charges have been posted in Concur for **90 days** and have not been assigned to an expense report. This reminder will be sent to the **traveler, approver, delegates** and **Travel Office every weekday** until action is taken. **Move** pending card charges to an expense report to stop the reminder.
  - v. **Warning – 120 Days. Travel Card charges have been posted in Concur for 120 days and have not been assigned to an expense report. This warning will be sent to the traveler, approver, delegates and Travel Office. These charges will be reported to Payroll as Personal/Non Reimbursable charges to be deducted from the traveler’s next paycheck.**
- b. **Unsubmitted Expense Report**
- i. **Reminder - 15 Days.** A trip ended more than **15 days** ago and an expense report has not been submitted. This reminder will be sent to the **traveler** and every **5 days** until action is taken. **Submit** the expense report to stop the reminder.
  - ii. **Reminder - 30 Days.** A trip ended more than **30 days** ago and an expense report has not been submitted. This reminder will be sent to the **traveler, approver** and **delegates** every **3 days** until action is taken. **Submit** the expense report to stop the reminder.
  - iii. **Reminder - 60 Days.** A trip ended more than **60 days** ago and an expense report has not been submitted. This reminder will be sent to the **traveler, approver** and **delegates** every **3 days** until action is taken. **Submit** the expense report to stop the reminder.
  - iv. **Reminder - 90 Days.** A trip ended more than **90 days** and an expense report has not been submitted. This reminder will be sent to the **traveler, approver, delegates** and **Travel Office every weekday** until action is taken. **Submit** the expense report to stop the reminder.
  - v. **Warning – 120 Days. A trip ended more than 120 days ago and an expense report has not been submitted. This warning will be sent to the traveler, approver, delegates and Travel Office. These charges will be reported to Payroll as Personal/Non Reimbursable charges to be deducted from the traveler’s next paycheck.**