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.
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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.