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.
   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.
      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** ago 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.

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