

## Best Practices for Approvers

- » Respond promptly to all Concur email notifications to review and approve your employee's travel requests, cash advances, and expense reports.
- » Review all email notifications from Concur, regarding air, hotel, and car bookings. Respond if necessary—and promptly—only in event the booking should be voided or cancelled.
- » Personal time combined with business travel should be reviewed prior to booking. Approvers should respond in writing with their decision. If the personal travel has been approved, please provide instructions for comparisons and to attach the information to the final report. Comparisons should show multiple flight options for the business days only.
- » One day of travel in advance and one day following an event are allowable, based on the start and end time of the event.
- » **“Void”** an airline ticket by replying to the booking notification email **within 24 hours** from the time received. (Travel, Inc. booking fees still apply).
- » **“Cancel”** airline tickets if it is **after 24 hours** of receiving the booking notification email **by calling Travel, Inc.** (Travel, Inc. booking and airline cancelation fees still apply. The ticket is not refunded but can be re-used.)
- » Thoroughly review all information submitted through Concur by your staff before approving any item!
- » Review the Approval Flow. Insert any Authorized Approver not included, such as a Business Manager, Grants Manager, Project Manager or others required for your department.
- » Approvers are held accountable for all approved information on the Expense Report. Please be sure to check reports carefully for required receipts, policy violations, allocations, etc. before you approve!
- » You can approve, deny, or send items back to the employee for changes.
- » Vacation Rule: Prior to any event when an approver cannot review and approve in Concur, please complete a signature delegation form and submit a [ServiceNow](#) ticket . Notification will be returned when the delegation is approved.

Contact the Travel Hotline at (470)578-4394 or submit a ServiceNow ticket at [service.kennesaw.edu/ofs](https://service.kennesaw.edu/ofs) with any questions.